PHASES 1-3 ENGAGEMENT

What We Learned

April 2026

Let's move, Courtenay
STRATEGIC TRANSPORTATION PLAN

Let's move, Courtenay

STRATEGIC TRANSPORTATION PLAN

The City of Courtenay respectfully acknowledges that the lands to which the Strategic Transportation Plan apply are on the unceded territory of the K'ómoks First Nation, the traditional keepers of this land.

Why Do We Make Land Acknowledgments?

Acknowledging human relationships to place is an ancient Indigenous practice that continues today. In the spirit of reconciliation, the City of Courtenay makes this land acknowledgment to raise awareness of ongoing Indigenous presence and land rights in the territory that includes and encompasses Courtenay. It invites us – a settler government – to reflect on how we might be perpetuating colonial processes that are ongoing and from which we have benefited, as well as the changes we will make to honour the Indigenous peoples and their lands that we inhabit.

Contents

1.0 Introduction

The City of Courtenay is currently in the process of updating its Strategic Transportation Plan (STP). The Strategic Transportation Plan is a long-term strategy that will support developing safe, connected, and efficient multi-modal transportation options. It is a road map for the community to establish our vision for improved and expanded mobility, while also guiding the City, its partners, and the development community on actions and priorities for investment in our transportation networks. It aims to effectively and efficiently address emerging challenges and support a thriving community over the next 25 years, with priorities to guide implementation over the next decade.

Community engagement is a key part of the STP update, with public input helping shape the plan's direction and outcomes. Engagement activities are most intensive in Phases 1–3 (shown below), while Phases 4–5 focus on refining actions, conducting additional engagement, and developing the implementation plan. The next pages show what we heard and learned from people during these engagement phases, which occurred between December 1, 2025, and February 28, 2026.

2.0 Approach to Engagement

The engagement approach offered community members and partner agencies several ways to participate and share their perspectives. This included in-person focus groups and open houses, online surveys and maps, and one-on-one conversations to ensure broad and inclusive participation.

2.1 Intersecting City Initiatives

Alongside the STP update, the City has been working on several other initiatives with engagement components. Feedback from these initiatives complements the STP engagement and provides additional insights to inform the plan. Most notably, the Downtown Vitalization Local Area Plan (DVLAP) and the Safe and Active Schools Program link directly to transportation and how members of the community move around the City.

2.2 Project Branding

To help residents recognize and connect with the project, a project brand was developed featuring the tagline **"Let's Move, Courtenay"** and a supporting logo. This branding was used across all engagement materials to create a consistent look and feel.

2.3 How We Informed

Project information was shared through clear, accessible materials and online tools to help people understand the purpose of the update and ways to participate. This included a project-specific webpage that was used for posting updates online, providing background information at events, and linking people to the survey and interactive map.

2.4 How We Engaged

To have in-depth conversations and learn about barriers and opportunities, a variety of engagement opportunities were hosted to bring together different groups within the community.

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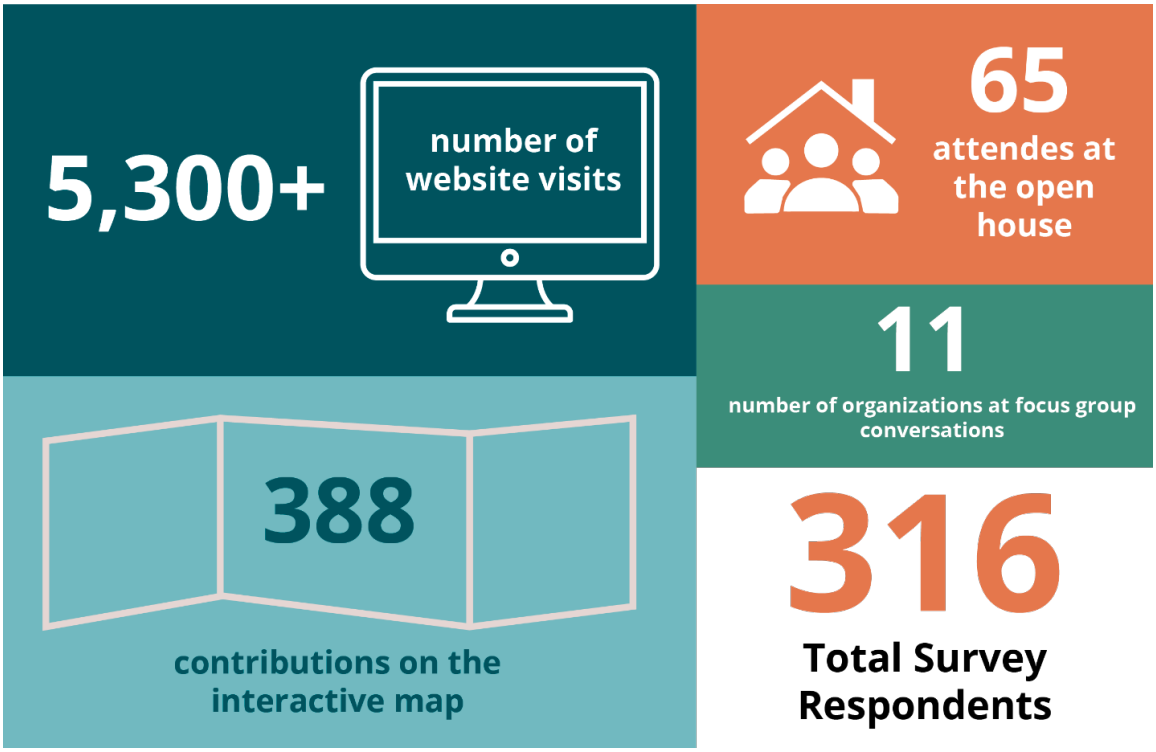
- Targeted discussions with external agencies to understand technical needs, partnership considerations, and shared priorities.
- Small group discussions that allowed for deeper conversations on key topics.
- An in-person event where residents could learn about the project, ask questions, and share feedback.
- A community-wide survey that gathered input on barriers, opportunities

Key themes and comments are summarized in **Section 4.0** of this report.

3.0 Engagement at a Glance



KEY TAKEAWAYS

TRANSPORTATION MODE PRIORITIES (RANKED BY SURVEY RESPONDENTS):

#1 WALKING

Popular and some great pathways exist, but are limited by gaps in the sidewalk and trail networks and travel distances for pedestrians.

#2 TRANSIT

Low satisfaction, but high potential if service improves, including investing in transit frequency and efficiency and expanding service to different areas of Courtenay.

Online survey insight: Transit was ranked lowest when asked *"which form of transportation do you feel is most efficient."*

#3 CYCLING

Efficient to avoid congestion but unsafe without separation, reflecting a desire to see a safe and connected cycling network developed city-wide.

#4 DRIVING

Performs best, but congestion and driver behaviour are concerns across the community.

Limited by jurisdictional overlap on key corridors.

CURRENT BIG PICTURE: A car oriented system shapes all travel choices, with people seeking reasonable alternatives.

Online survey insight: Driving was ranked highest when asked *"which form of transportation are you most satisfied with."*

COMMUNITY PRIORITY

ROAD SAFETY

Widespread desire to address road safety challenges within the transportation network by focusing on integrated, multi-modal solutions.

Online survey insight: When asked *"which of the following transportation outcomes are most important to you?"* number 1 was road safety.

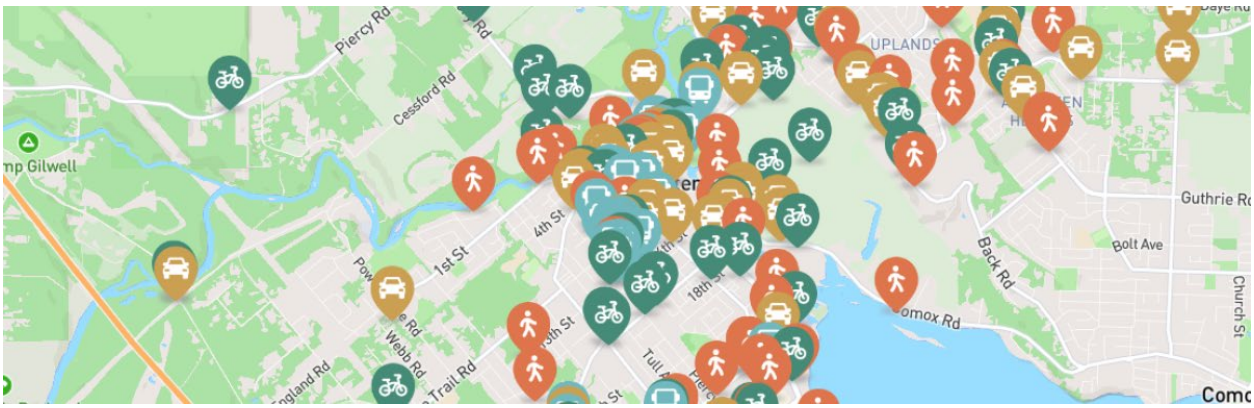
4.0 What We Learned

Engagement focused on visioning. In these conversations, people talked about what's working, what's getting in the way, and where there are opportunities to improve transportation in Courtenay.

4.1 Interactive Map

Locations the Community Is Talking About

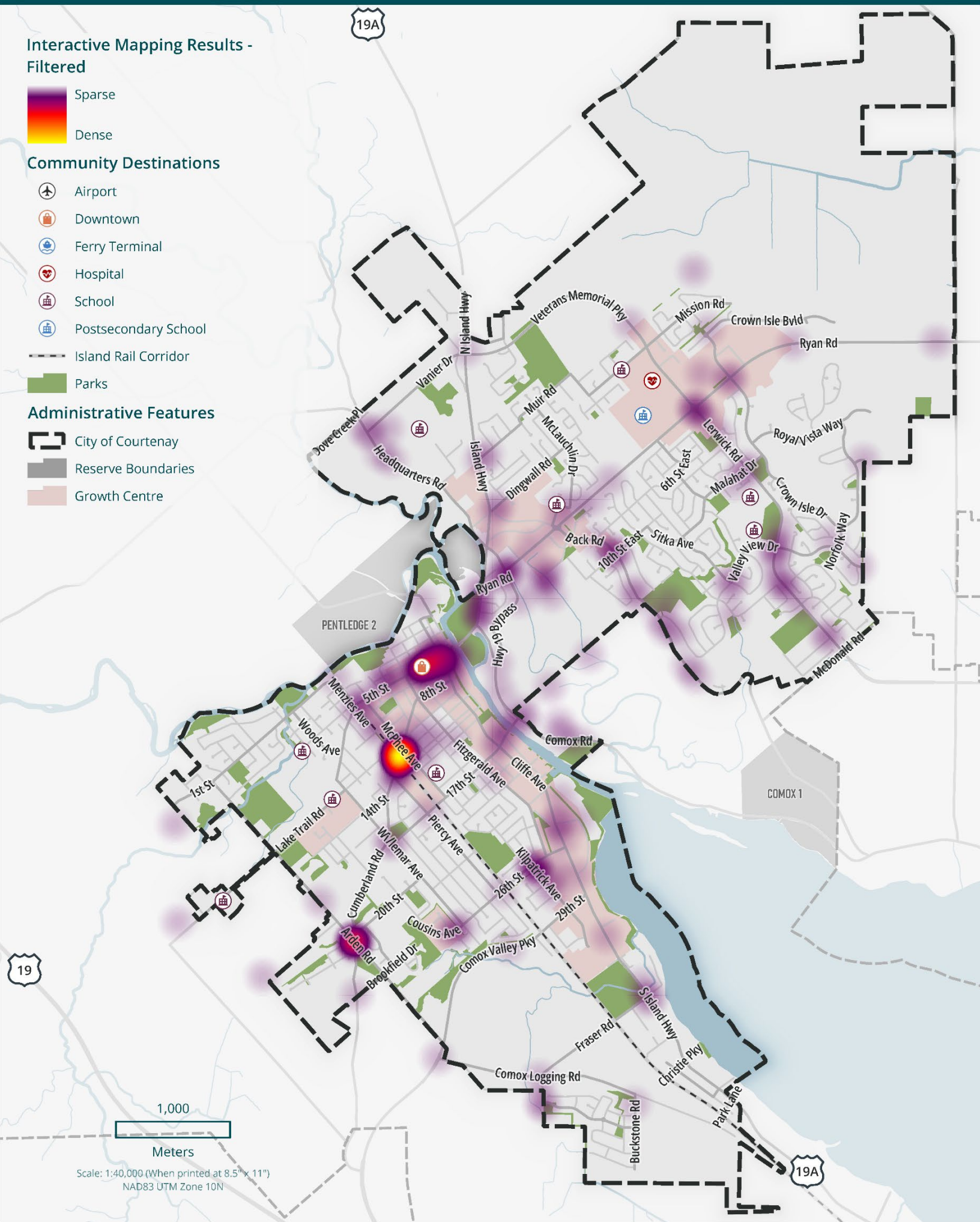
Throughout the first phase of engagement, an interactive map was available on the Engage Comox Valley Webpage. The map allowed participants to add pins in locations where they would like to see improvements and see opportunities in the existing network. They could add pins to specific locations and tag the mode of transportation: Transit, Cycling, Pedestrian, and Road.



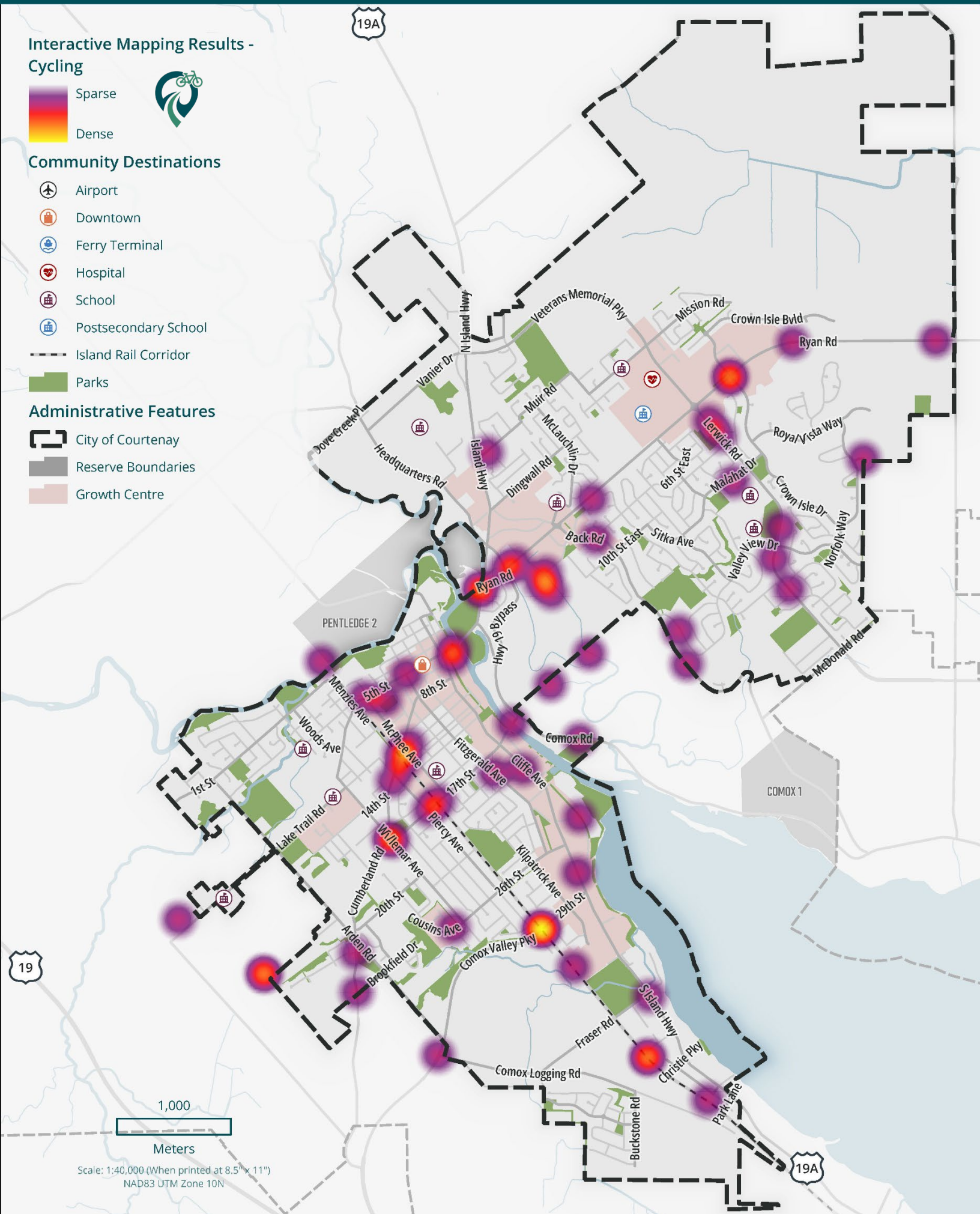
The map received over 1,000 contributions. The following map displays the "hot spots" or areas of Courtenay that received the most attention. The more contributions on the map the "denser" the engagement results.

- Interactive Mapping Results – Filtered: Comments were combined, and high-density areas were moderated to avoid overshadowing other locations that also received feedback.
- Interactive Mapping Results – Cycling: Only comments related to cycling.
- Interactive Mapping Results – Road: Only comments related to driving.
- Interactive Mapping Results – Transit: Only comments related to transit.
- Interactive Mapping Results – Walking: Only comments related to walking.

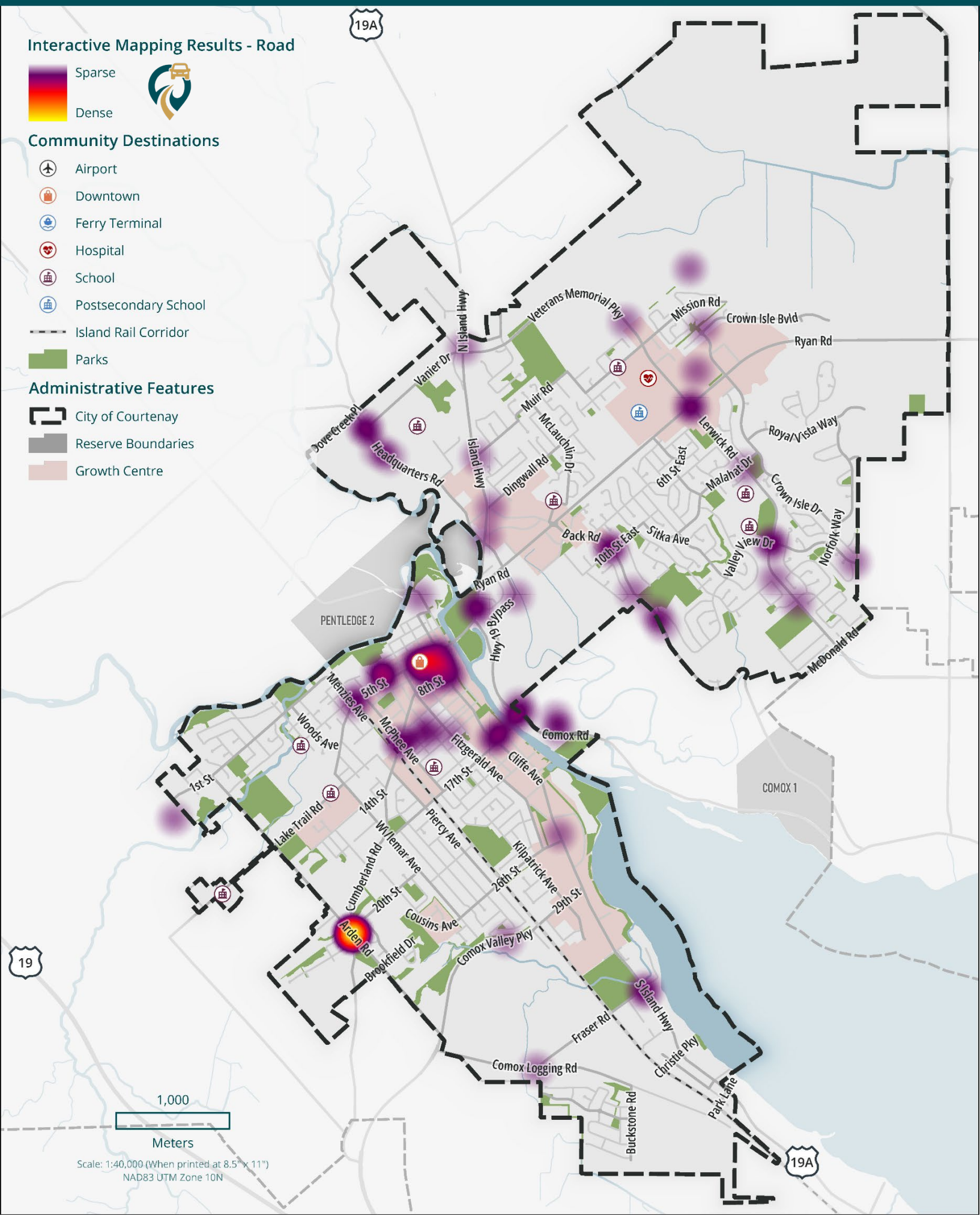
Courtenay Strategic Transportation Plan: *Interactive Mapping Results*



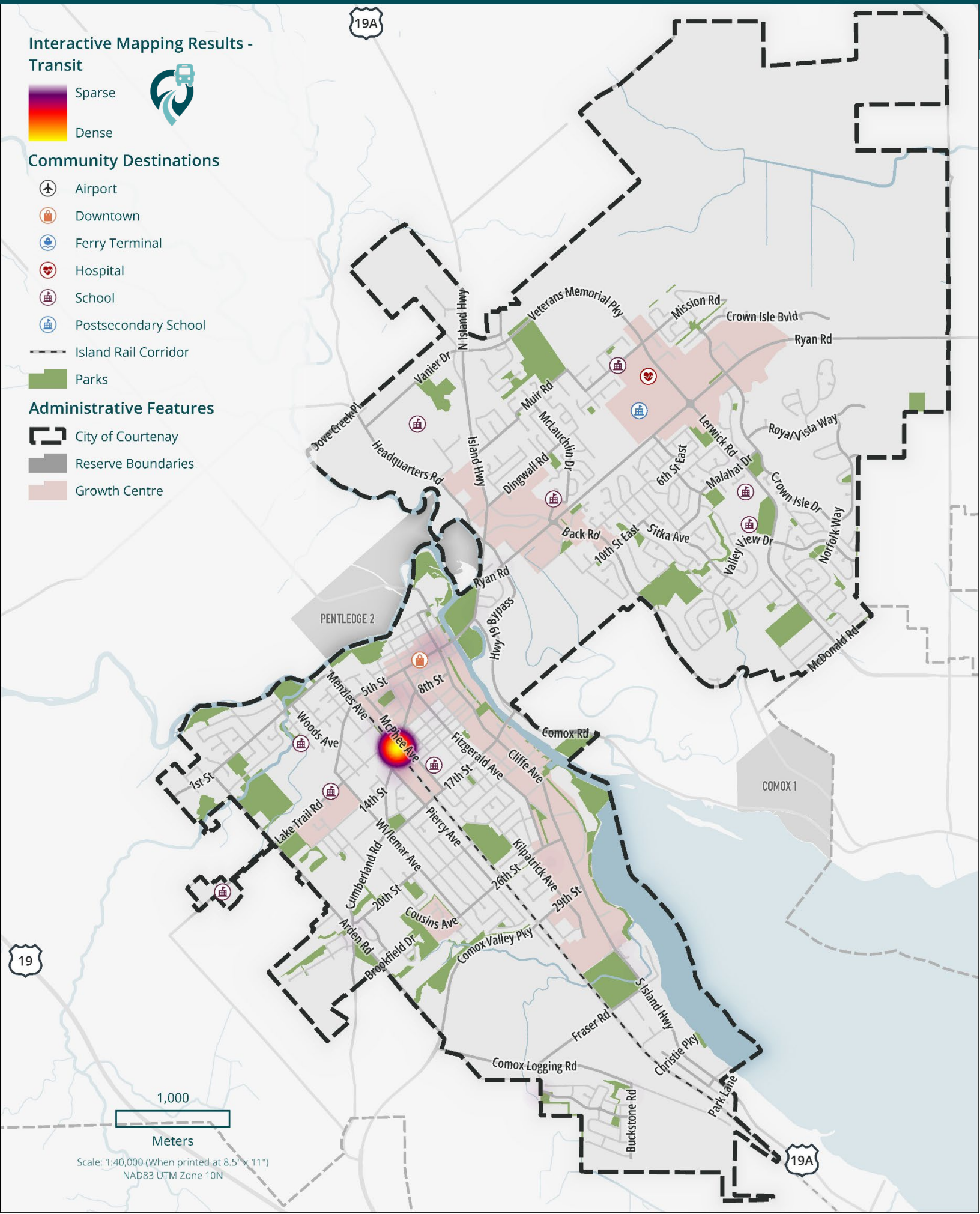
Courtenay Strategic Transportation Plan: *Interactive Mapping Results*



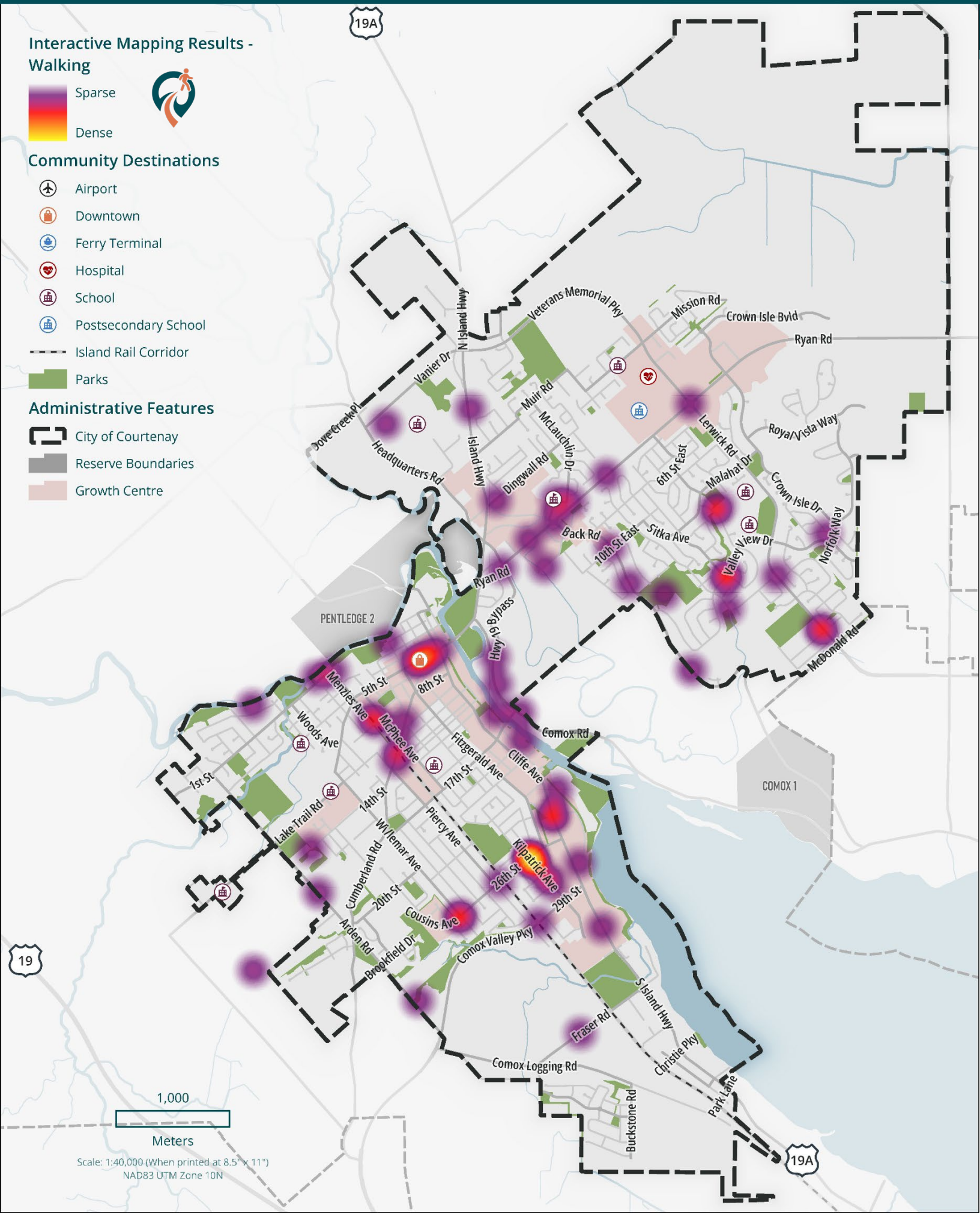
Courtenay Strategic Transportation Plan: *Interactive Mapping Results*



Courtenay Strategic Transportation Plan: *Interactive Mapping Results*



Courtenay Strategic Transportation Plan: *Interactive Mapping Results*

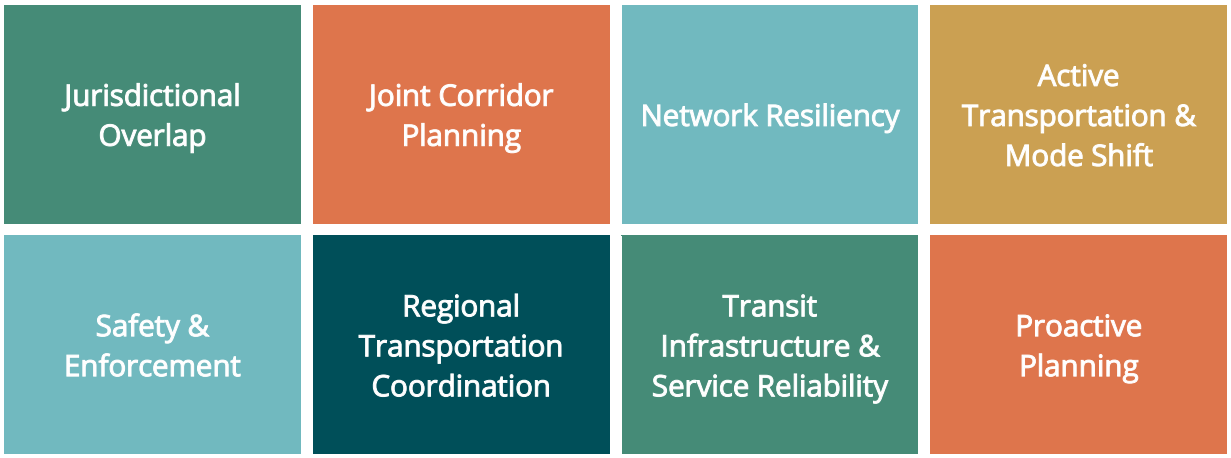


4.2 Agency One-On-Ones

Throughout the winter, several meetings were held with organizations to discuss transportation in Courtenay. Conversations ranged from 15 to 60 minutes. All were held virtually via MS Teams videoconference.

The engaged organizations and main themes are summarized below.

Organization	
Insurance Corporation of B.C. (ICBC)	Village of Cumberland
Ministry of Transportation & Transit (MOTT)	North Island Hospital (Comox Valley)
Town of Comox	CFB Comox
BC Transit / Comox Valley Regional District	RCMP
Comox Valley Farmers Institute	



- **Jurisdictional Overlap** – Multiple agencies oversee different routes and services in Courtenay resulting in different priorities and available resources. Finding joint priorities and opportunities will provide a foundation for ongoing transportation planning.
- **Joint Corridor Planning** –Working collaboratively across agencies to plan for corridor improvements and jurisdictions along key routes that connect between municipalities and to key destinations and employers.

- **Network Resiliency** – Acknowledging that the transportation network in Courtenay lacks redundancy which affects all modes and emergency services, and broader network efficiency.
- **Active Transportation + Mode Shift** – There is broad interest across among partner agencies to expand opportunities for active transportation, including connections between communities and to key employers, to support common mode shift objectives.
- **Safety & Enforcement** – Improving safety across all modes is a shared priority especially as the region grows, using targeted enforcement where possible.
- **Regional Transportation Coordination** – Shared transportation challenges across the Comox Valley are placing a focus on how governments can better collaborate to find solutions, both in the short- and long-term.
- **Transit Infrastructure + Service Reliability** – Growing transit ridership by improving service reliability through transit-supportive infrastructure and changes to routing, scheduling, or frequency.
- **Proactive Planning** – Partner agencies recognized the need to take a proactive approach to transportation planning to address local and region-wide mobility challenges.

4.3 Interest Holder Focus Groups

Small group discussions were held to explore key topics in more depth. Participants represented a range of local interests, including community service providers, the business community, logistics, construction, and cycling advocacy.

Organization	
Vancouver Island Health	The Foundry
Comox Valley Cycling Coalition	MIKI'SIW Metis Association
Downtown Courtenay Business Improvement Area (DCBIA)	L'Arche Comox Valley
Comox Valley Chamber of Commerce	Edgett Excavating
Comox Valley Airport (YQQ)	

- **Equity & Accessibility** – Attendees shared how access to transportation (particularly cycling infrastructure and transit) across the community is unequal, particularly between East and West Courtenay. They also shared. ideas which included free or incentivized youth transit, on-demand services, ease of access, and safety at all points of the journey.
- **Public Transit Reliability** - Public transit is not currently reliable enough to support employees getting to and from work consistently, serve people travelling outside peak hours, and challenges are being observed with timing alignment between routes (transfers between routes).
- **Safety** – Focus group attendees indicated that along key routes around the community, it is unsafe to be a pedestrian or cyclist and the perceived notion of "them vs us" between cyclists and drivers.
- **Public Understanding** – Attendees also shared that there is uncertainty and concern about how transportation projects are funded. This is contributing to public frustration, particularly when large investments do not lead to visible or practical improvements on the ground.
- **Supportive Amenities** – Attendees discussed how transportation-related amenities can encourage people to shift travel habits by making healthy choices (like walking, cycling, or taking transit) the easiest and most convenient options.

- **Connections to Daily Needs** – The need to plan active transportation and transit routes around supporting people with accessing daily needs around Courtenay.
- **Regional Transportation Coordination** – Similar to the agency conversations, attendees of the focus group also shared transportation challenges across the Comox Valley and emphasized the desire to have a more interconnected regional approach.

4.3.1 Development Community Workshop

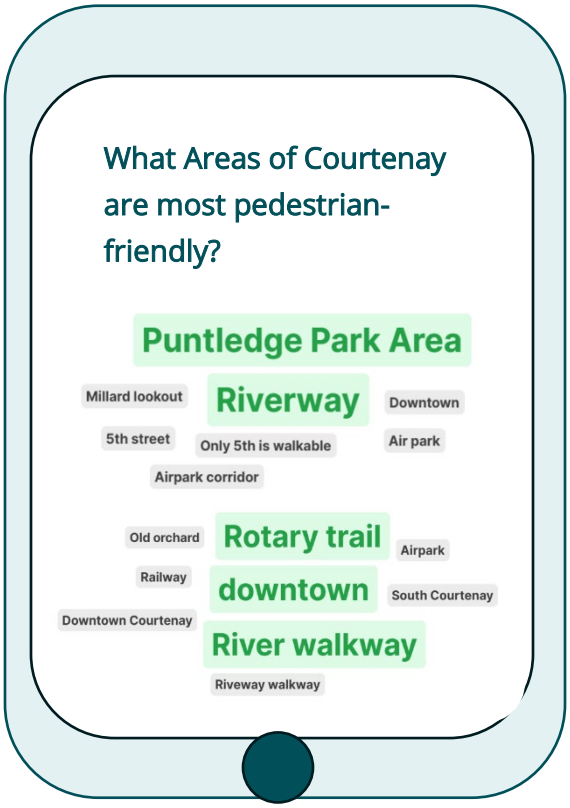
Staff presented the Strategic Transportation Plan process to the Comox Valley's development community on February 17th, 2026. Staff encouraged comments around opportunities and barriers to transportation in the community and encouraged participation in the online survey. Coming out of the conversation, the development community asked that ride share be considered for the valley and that regular updates be shared as the plan progresses.

4.4 Open House

The open house, held from 11:00 a.m. to 7:00 p.m. on Friday, January 30th, 2026, provided a full-day opportunity for meaningful engagement, learning, and dialogue. The event featured two scheduled presentations that incorporated interactive polls, allowing participants to share their perspectives in real time. Interactive and educational boards encouraged self-guided exploration, staff and consultants were available to have in-depth, informal conversations with attendees. This mix of structured programming and open interaction created a welcoming environment that supported learning, feedback, and relationship-building throughout the day. In total, 65 people attended the open house.

4.4.1 Slido Polls

17 people participated in the Slido polls during the presentations. A brief summary of what we heard during those sessions is continued below.



When asked *how they travelled to the open house*, most participants reported driving, with fewer cycling or walking and little to no use of transit. In response to *what would encourage greater use of public transportation*, participants consistently pointed to more frequent service, better routes to key destinations, real-time bus information, and improved amenities. When asked *which areas are most pedestrian-friendly and where bike lanes or intersection improvements should be prioritized*, respondents highlighted the Riverway/River Walkway, Rotary Trail, Puntledge Park, and downtown, while identifying Ryan Road, the 17th Street bridge area, and east–west connections as top priorities for improvement.

4.4.2 Interactive Boards

For each of the four modes of transportation—Transit, Cycling, Pedestrian, and Road—attendees were asked to specify the following:

- Network features to preserve.
- Network features to improve/enhance.
- Issues in the network to be addressed/removed.

Attendees were also asked to share barriers, ideas for facilities, destinations, and connections that would improve the network. Key takeaways from the feedback on each of the four transportation modes are summarized below.

TRANSIT

Key Takeaways:

Transit service needs to be more frequent and offer additional stops.

Better connections to frequently visited locations (i.e. the airport).

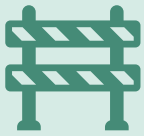
CYCLING

Key Takeaways:

Cycling routes are incomplete, with gaps that limit safe and direct travel.

There is a need for more short-term bike parking.

Opportunities exist to better link trails and routes, strengthening overall network connectivity.



Some existing cycling infrastructure contains safety hazards that require attention.

PEDESTRIAN

Key Takeaways:

Safety is compromised by overgrown vegetation on sidewalks, creating narrow walkways.

Shared-use paths need better speed management and etiquette to feel safe for pedestrians.

Aggressive and dangerous driving causes concern for pedestrians' safety along major roads.

Great pedestrian infrastructure exists around the City, specifically downtown and along the Riverway Trail.

ROAD

Key Takeaways:

There is interest in new bridge or tunnel connections to relieve pressure on key corridors.

Interest in parking, EV infrastructure, and seasonal street use changes to better support community needs.

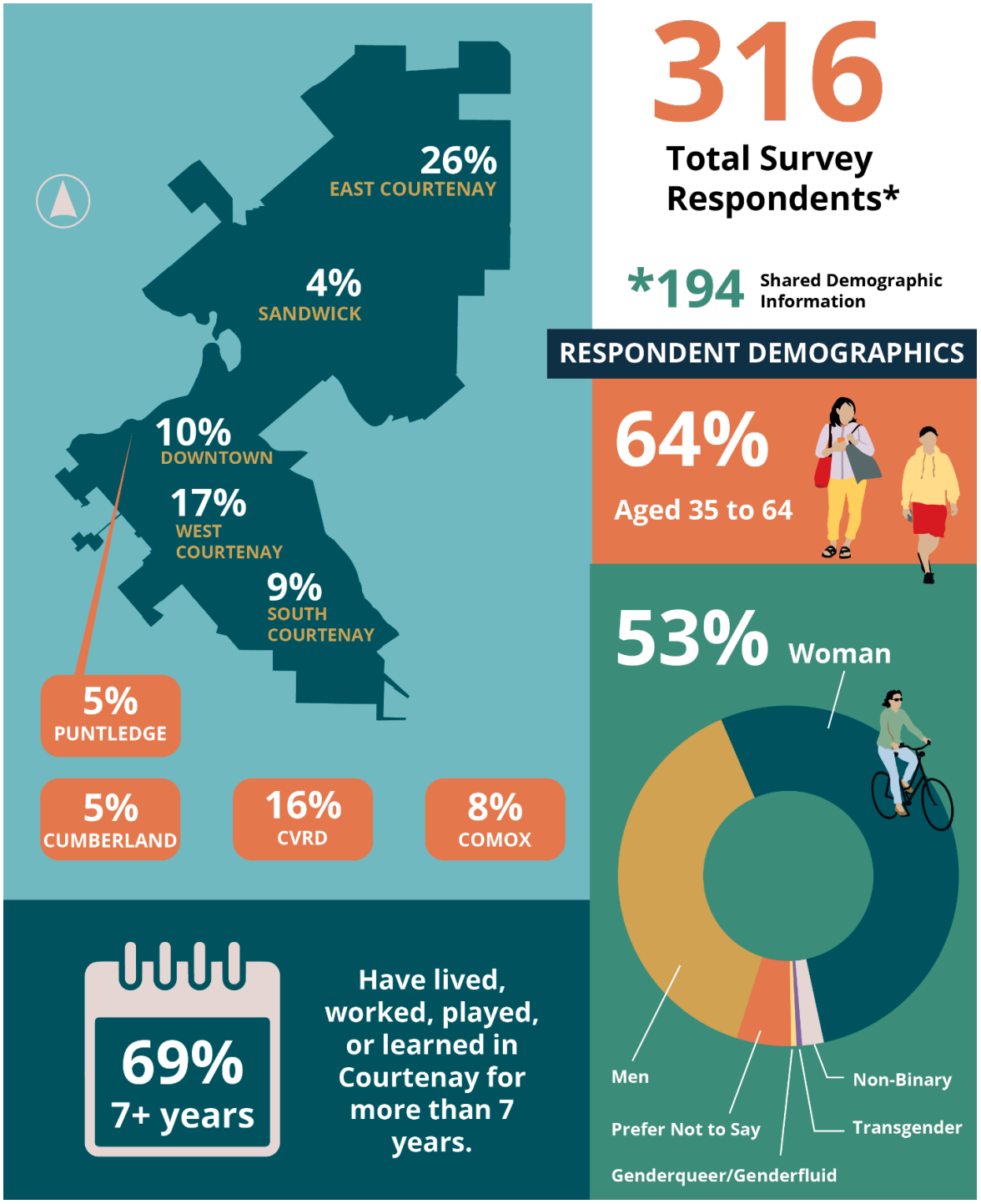
Targeted intersection upgrades (turning lanes, access changes, enforcement) can improve efficiency and road safety.

Big Ideas

Attendees were encouraged to offer their "Big Ideas" for transportation in Courtenay. Suggestions included car sharing, adding cycling routes on Condensory Road, Ryan Road, Lerwick Road, and Back Road, as well as expanding Piercy Road to Vanier Drive and Veterans Memorial Parkway to four lanes.

4.5 Online Survey

The following pages summarize the results of the Phase 1 Visioning Survey. The survey was hosted on Engage Comox Valley from January 12, 2026, to February 18, 2026, with hard-copy versions also available at the Open House. In total, **316 surveys were completed**.



The survey included five parts:

Part 1:	Part 2:	Part 3:	Part 4:	Part 5:
Identifying Priorities	Your Travel Patterns	Your Barriers and Opportunities	About You	Mapping Questions

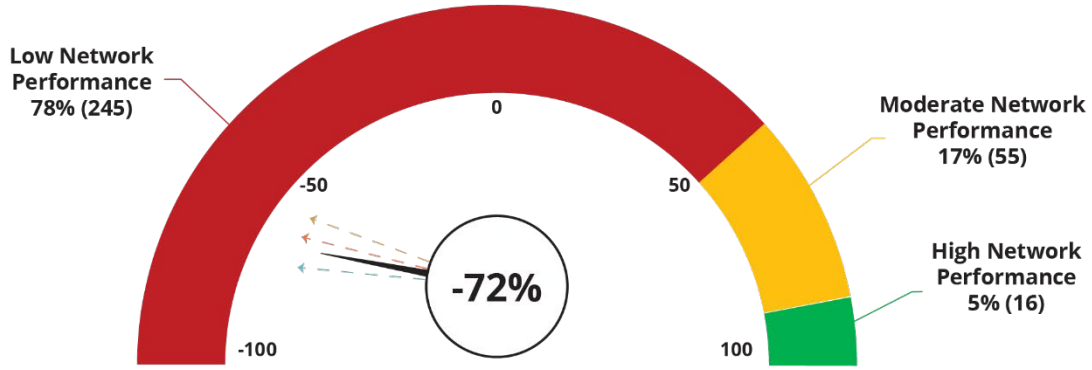
Part 1: Identifying Priorities included the highest-priority questions and focused on issues related to the City's tracking of Key Performance Indicators (KPIs). The remaining sections were optional and allowed respondents to provide additional input if they wished to share more.

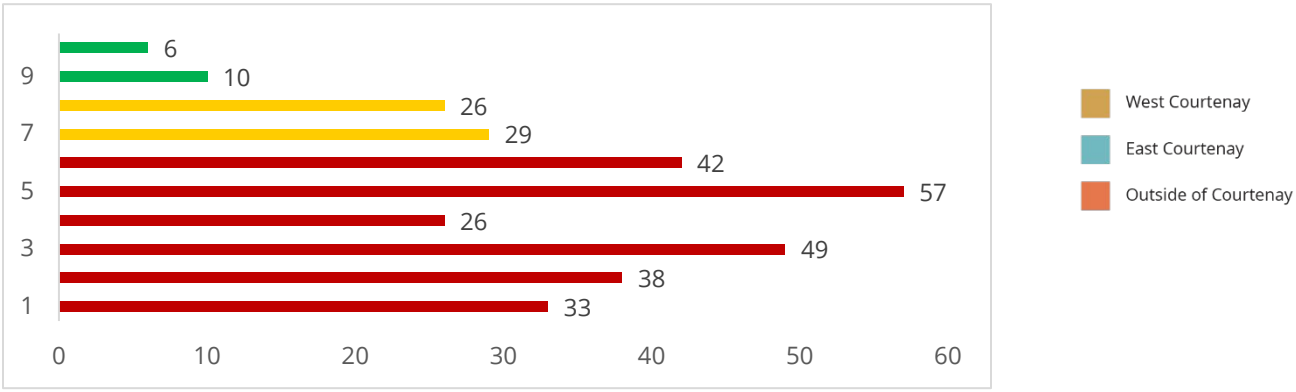
Part 1: Identifying Priorities

> *How to Read these Results:*
>
> *Some of the survey results in this part are displayed in a Net Promoter Score (NPS) - style summary. The NPS style is used to translate survey responses into simple, comparable indicators of overall sentiment (positive, neutral, and negative). The benefit of displaying results in this format is to easily compare and measure changes over time. The score is calculated by subtracting the percent of high ratings (9,10) from the percent of low ratings (6-1), neutral responses (8,7) do not contribute to the net score.*
>
> *For questions where respondents ranked options, each position was given a score, with higher rankings given more weight. These scores were multiplied by the number of responses for each position and averaged across all responses to produce the final result.*

1. Overall, how **satisfied** are you with our transportation network's performance? (Rating 1-10)

- (n=316)



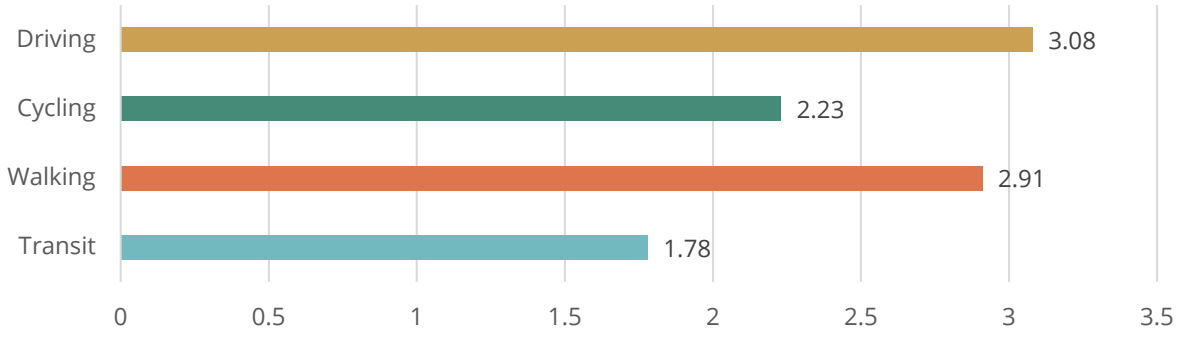


78% or nearly 4 out of 5 respondents ranked the transportation network's overall performance a score of 6 or less, while only 5% ranked the overall performance greater than 9. This resulted in a -72% Net Promotor Score. The average ranking for overall satisfaction with the transportation network was 4.61.

To understand whether satisfaction with performance varies by location, survey respondents were grouped into three areas: East Courtenay (including Sandwick), West Courtenay (including Downtown, Puntledge, and South Courtenay), and Outside Courtenay (Comox, Cumberland, and the Comox Valley Regional District). Results show that respondents in East Courtenay rated overall performance below average, while those in West Courtenay reported higher overall satisfaction.

Which form of transportation are you most **satisfied** with? (Ranking[1] 1-4)

- (n=316)



Driving and walking emerged as the top transportation choices with which respondents are most satisfied. Driving was ranked first by 49% of respondents, while 38% selected walking as their second most satisfied mode of transport.

2. Please explain why you ranked these forms of transportation the way you have. (Open Answer)

- (n=282)

Positive	Mixed	Negative	Neutral
17%	38%	28%	17%

When asked to explain why respondents ranked the forms of transportation the way they did, the following themes emerged:

Driving (Rank 1):

- Driving is the "easy" choice as distances between destinations are far, parking is generally available and the road network is manageable.
- Traffic is worsening, and respondents are experiencing congestion at peak times at bridge crossings and major arterials.

1 Ranked results calculated using weighted averages

Walking (Rank 2):

- Respondents indicated that walking is positive through greenways, river pathways, and downtown.
- Concerns regarding walking included sidewalks that end unexpectedly, limited crossing opportunities and safety throughout parts of the city.

Cycling (Rank 3):

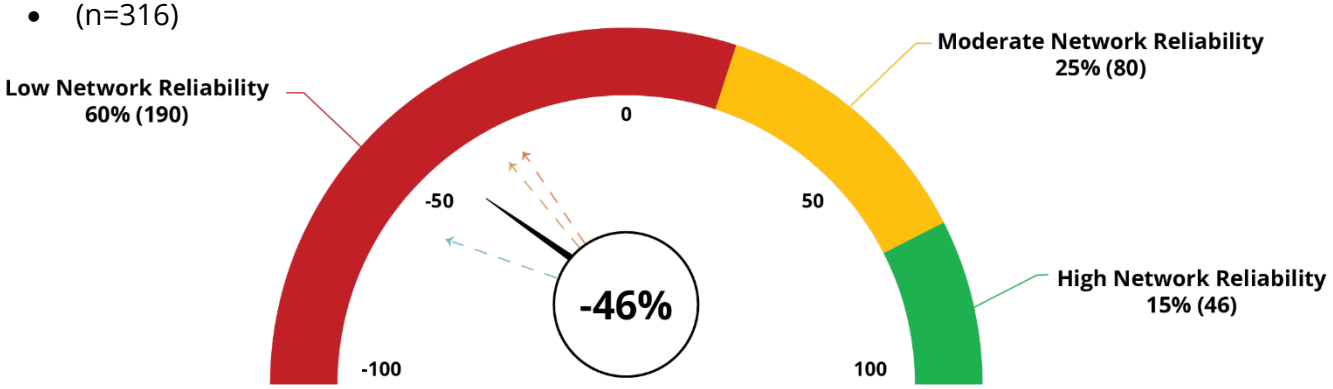
- Respondents reflected a mix of appreciation and concern. Respondents acknowledged the positive investments but highlighted safety and connectivity gaps.

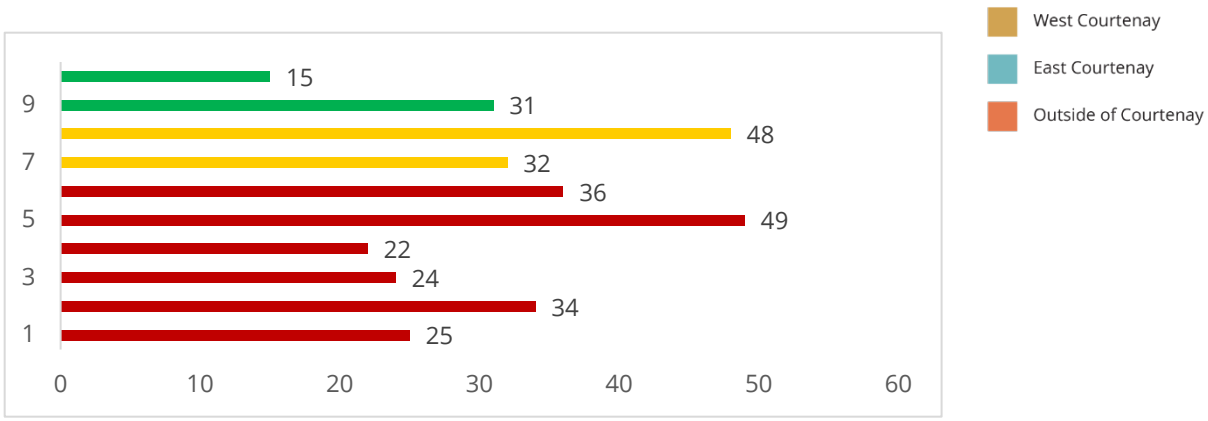
Transit (Rank 4):

- Respondents described transit as infrequent, indirect, and unreliable.
- Limited service on early mornings, evenings, and Sundays and long travel times deter respondents from using transit

3. Overall, how **reliable** is the current transportation network? (Rating 1-10)

- (n=316)



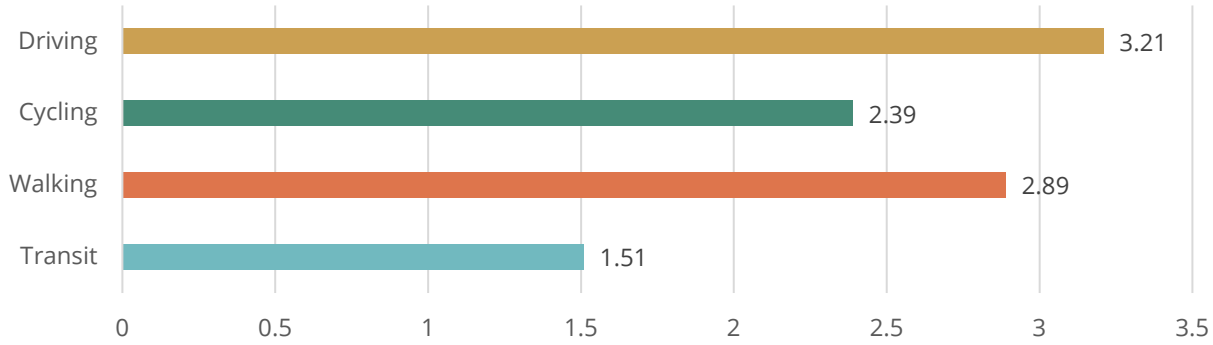


Compared to overall network performance, reliability was rated higher, resulting in a Net Promoter Score of -46%. Approximately 1 in 7 respondents rated the reliability of the current transportation network as 9 or 10. The overall average ranking for reliability was 5.54.

Respondents located in the East Courtenay area ranked network reliability lower than those from West Courtenay area and Outside of Courtenay.

4. Which form of transportation do you feel is the most **reliable**? (Ranking 1-4)

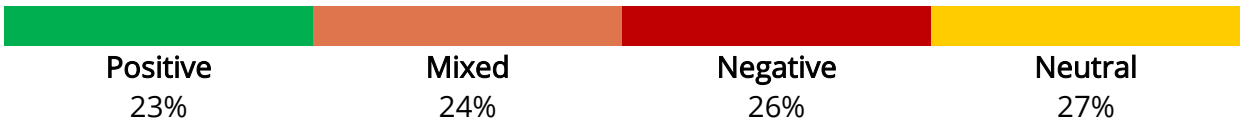
- (n=316)



Driving and walking were ranked highest by respondents. 55% of respondents ranked driving as the most reliable form of transportation.

5. Please explain why you ranked these forms of transportation the way you have. (Open Answer)

- (n=241)



Driving (Rank 1):

- Respondents described "reliable" as the aspect of transportation most within their control, which is most true with driving.
- Respondents also indicated that the community is perceived as car-oriented and driving is necessary for accessing daily needs.

Walking (Rank 2):

- Walking was described as "reliable" for short distances, but concerns exist around personal safety, sidewalk and network gaps, and maintenance of pedestrian facilities, especially in the winter.

Cycling (Rank 3):

- Respondents shared that cycling is generally consistent in travel time and can be faster than driving during peak times of congestion.
- Respondents also shared that concerns exist with connectivity and safety along main roads and arterials.

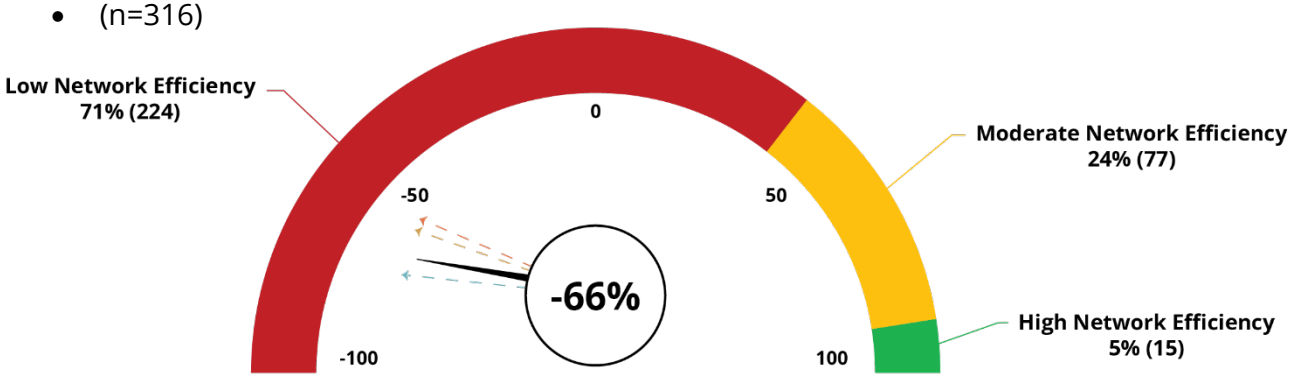
Transit (Rank 4):

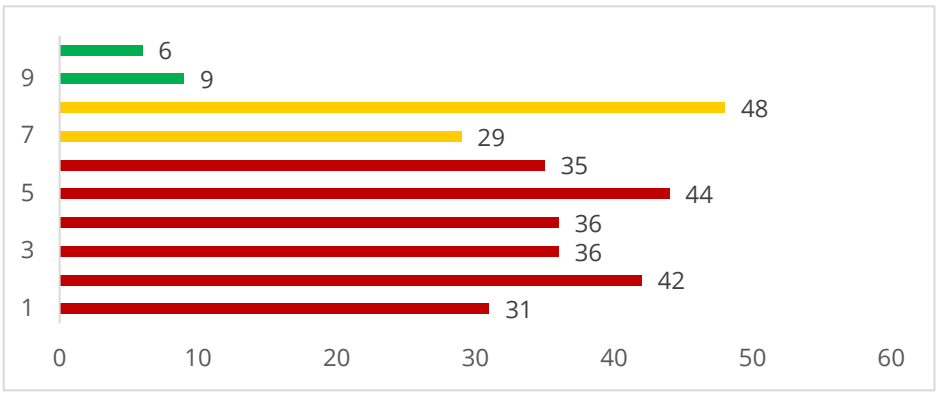
- Many respondents said transit is unreliable due to infrequent service, limited coverage, frequent delays, and inconvenient stop locations.

Respondents also noted that factors such as accessibility, disability, and equity influence their own or others' ability to select a mode of transportation.

6. Overall, how **efficient** is the current transportation network? (Rating 1-10)

- (n=316)



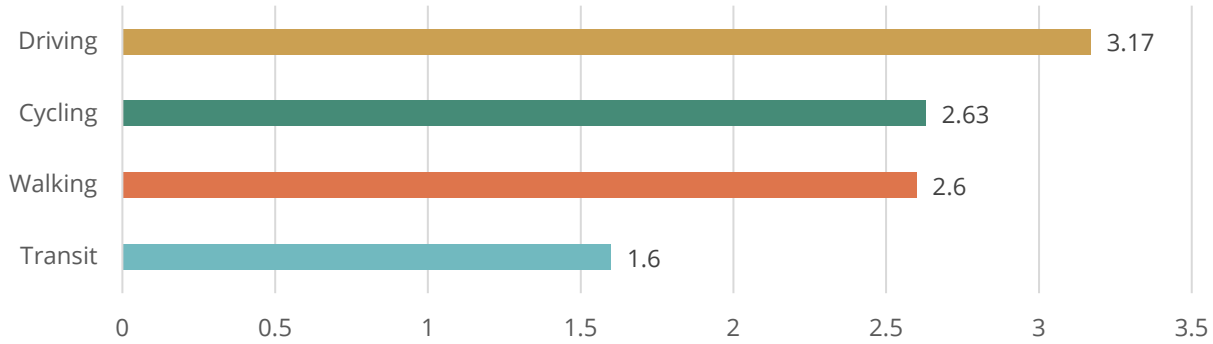


95% of respondents ranked network efficiency as low or moderate. Resulting in an NPS score of -66% and an average rating of 4.83.

East Courtenay respondents ranked network efficiency lowest among all areas.

7. Which form of transportation do you feel is the most **efficient**? (Ranking 1-4)

- (n=316)



53% of respondents ranked driving as number 1, and 61% ranked transit as number 4.

8. Please explain why you ranked these forms of transportation the way you have. (Open Answer)

- (n=214)

Positive	Mixed	Negative	Neutral
22%	18%	33%	57%

Driving (Rank 1):

- Many respondents interpreted efficiency as getting to go to any destination quickly and stated that driving is the most efficient in this way because it is direct and flexible.
- Respondents also indicated that inefficiencies do exist around bridges and main corridors at peak times and that efficiency is context-specific.

Cycling (Rank 2):

- Some comments from respondents describe cycling as efficient at times, as it can bypass queues and congestion.
- Respondents shared that safety and route continuity are concerns and impact efficiency.

Walking (Rank 3):

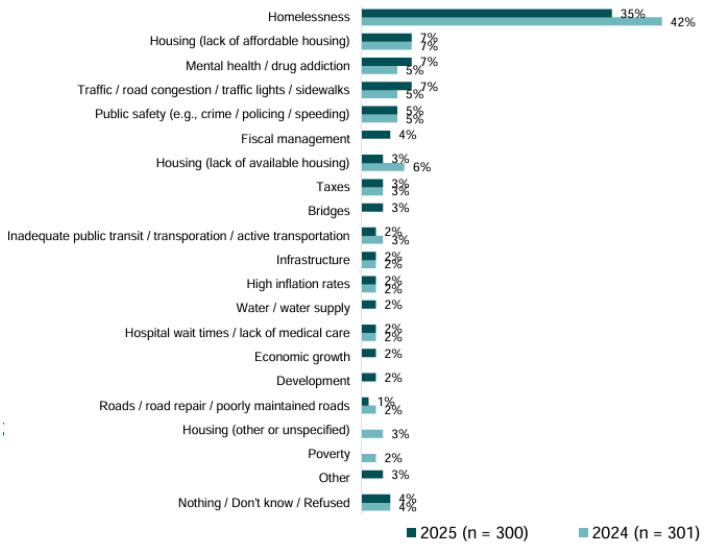
- Walking and cycling are highlighted as efficient, as they are lower cost, healthier and are better for the environment.
- Proximity of neighbourhoods to daily needs and geography play a role in efficiency when it comes to walking.

Transit (Rank 4):

- Similar to the questions regarding network performance and reliability, transit is viewed by respondents as inefficient due to infrequent service, limited coverage, frequent delays, and inconvenient stop locations.

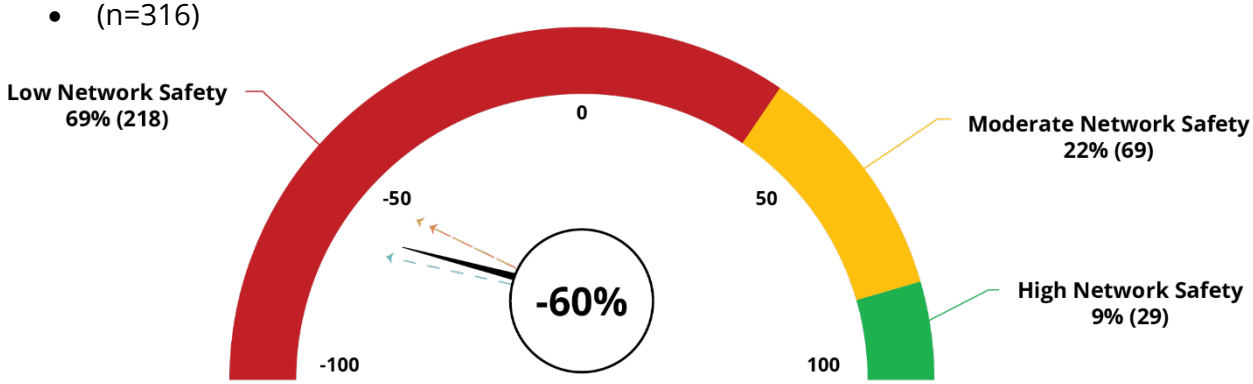
The 2025 City of Courtenay "*Your Courtenay, Your Voice*" resident survey, conducted November 3 to 26, 2025, collected data from residents on City services, priorities and issues. Transportation and public safety were highlighted as top priorities.

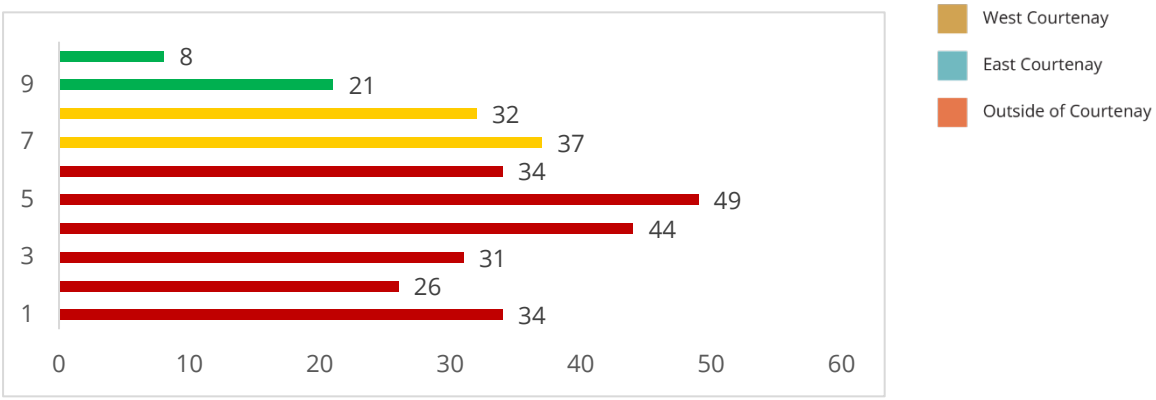
("Your Courtenay, Your Voice" Resident Survey, 2025)



9. Overall, how safe is the current transportation network? (Rating 1-10)

- (n=316)



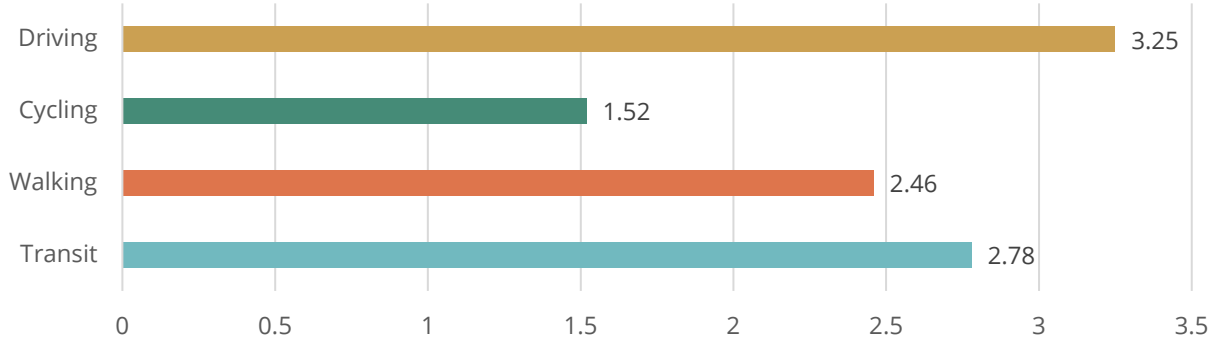


91% of respondents rated network safety as low or moderate, which resulted in an NPS score of -60% and with an average ranking of 5.03.

West Courtenay and Outside of Courtenay respondents ranked network safety similarity, resulting in the same NPS score (-51%).

10. Which form of transportation do you feel is the safest? (Ranking 1-4)

- (n=316)



54% of respondents rated driving as safest and 36% rated transit as number two. 65% of respondents ranked cycling as the form of transportation that is the least safe.

11. Please explain why you ranked these forms of transportation the way you have. (Open Answer)

- (n=230)

Driving (Rank 1):

- Many respondents feel safest in vehicles (car/bus) due to physical protection; cycling feels most vulnerable.
- Driver behaviour (speeding, red-light running, failure to yield) is a leading safety concern.

Transit (Rank 2):

- Transit my respondents was often viewed as safe when on-board a transit vehicle, with concerns concentrated at stops (lighting, waits, and comfort).

Walking (Rank 3):

- Walking concerns focus on crossing safety, sidewalk gaps, lighting, and winter maintenance.

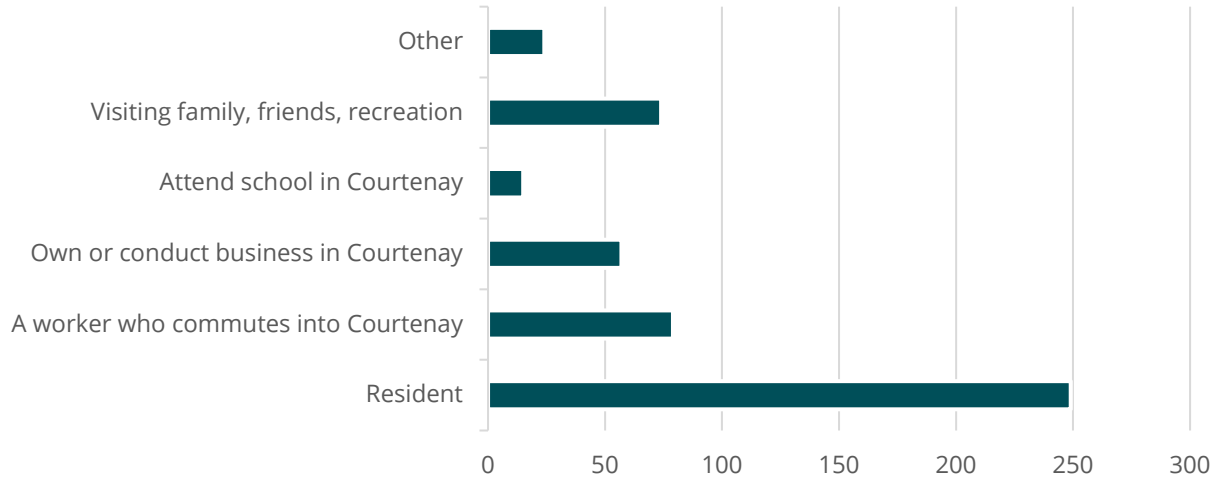
Cycling (Rank 4):

- Cycling safety concerns focus on gaps in the network and lack of physically separated routes.

Broadly across all modes, respondents' comments underscored concerns regarding personal security in public spaces, as well as the challenges faced by individuals with accessibility needs and members of vulnerable population groups.

12. What is your connection to the City of Courtenay? (resident, worker, visitor, etc.) Select all that apply.

- (n=316)



79% of survey respondents are Courtenay residents.

13. Which of the following transportation outcomes are most important to you? (Ranking 1-6)

- (n=316)

Transportation Outcome	Ranking
1. Improving road safety for all users	4.7
2. Optimizing travel times and reducing delays	3.9
3. Providing more transportation choices	3.84
4. Improving health and well-being	3.39
5. Meeting climate action goals	2.68
6. Reducing transportation costs	2.49

A total of 62% of respondents considered "improving road safety for all users" to be either their top priority or second most important transportation outcome.

14. Other goals (please specify)

Other outcomes shared by respondents included:

- Reduce congestion through targeted improvements and better traffic flow.
- Increase enforcement and traffic calming to improve safety and reduce speeding.
- Build a connected network of protected cycling routes and complete walking links.
- Improve transit frequency, coverage, and directness
- Investigate regional passenger rail options to reduce car dependence.
- Improve accessibility for seniors, people with disabilities, and lower-income residents.

15. What aspects of Courtenay's transportation system should be considered the highest priority? (Ranking 1-6)

- (n=316)

System Aspect	Ranking
1. Walking (including travelling by wheelchair, motorized scooter or assistive device)	4.18
2. Transit	4.17
3. Cycling (including e-bikes)	4.11
4. Driving/passenger	3.79
5. Commercial transportation	2.42

6. **Micro mobility device (e.g., e-scooters, skateboards, rollerblades)**	2.33

Although driving/passenger is ranked number 4 on the list above, that system aspect was selected as the top priority by 100 respondents; it was also frequently ranked lower or last by others. Walking, transit, and cycling received more consistently high rankings across respondents, resulting in a higher overall priority score. Walking, transit, and cycling each had an average ranking of around 2.8.

16. Other aspect (please specify)

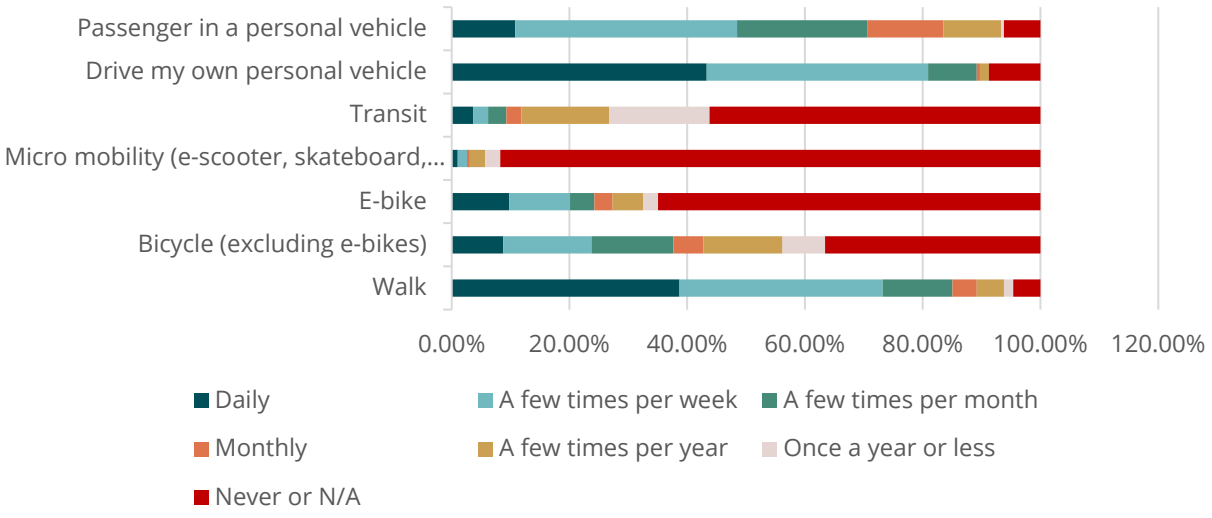
Other system aspects shared by respondents who selected "other" included:

- Regional and inter-community connectivity
- Walkable neighbourhoods with access to daily needs
- Accessibility, equity and youth mobility
- Cost effectiveness and asset management

Part 2: Your Travel Patterns

17. How often do you currently travel in the City using each of the following travel methods? (Matrix)

- (n=194)



The most common method of travel among respondents was driving either as a passenger in a personal vehicle, driving their own vehicle or walking. Micromobility, e-bikes and transit were the least utilized at greater than 50% or respondents never or N/A using those methods.

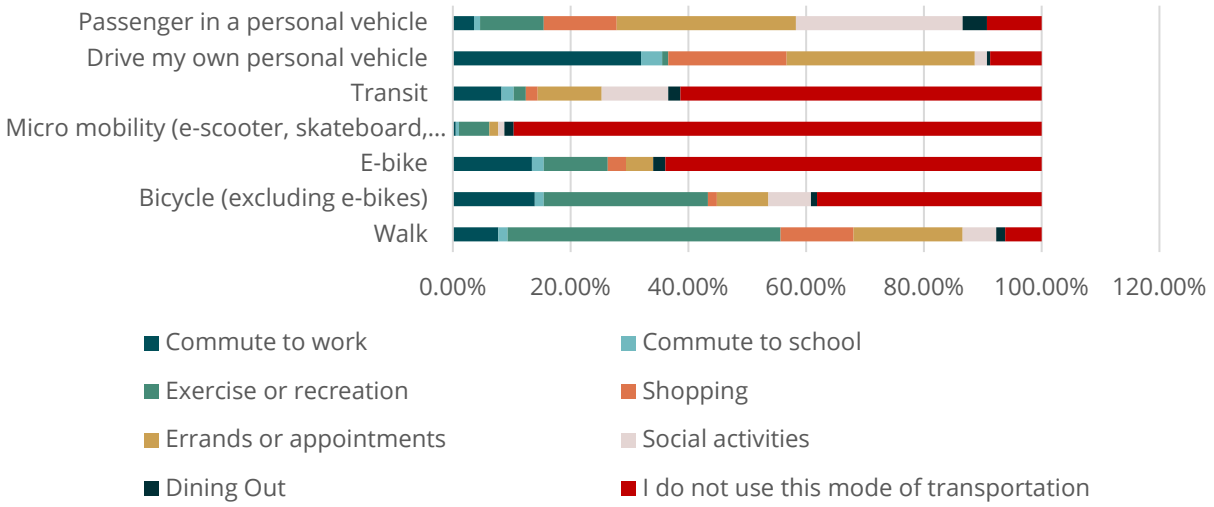
18. Other (open-ended)

- (n=11)

Other modes of transport respondents shared were taxi, mobility scooter, and running. As well, responses show a mix of car dependence for longer or essential trips, strong interest in more convenient transit and rail options, and frequent use of walking, cycling, and mobility devices for local travel. Of the other modes of transport shared (taxi, mobility scooter, and running), 51% of respondents use them once a year or less.

19. What is the main purpose of your trips by each mode of transportation? (Matrix)

- (n=194)



Across all trip types, travelling by personal vehicle and walking were the most common modes of transportation.

"Drive my own personal vehicle" is the top mode for:

- Commute to work: 31.96%
- Errands/appointments: 31.96%
- Shopping: 20.10%

Walking is primarily used for recreation and local errands:

- Exercise/recreation: 46.39%
- Errands/appointments: 18.56%
- Shopping: 12.37%
- Only 6.19% reported not using walking.

20. Other (open-ended)

- (n=14)

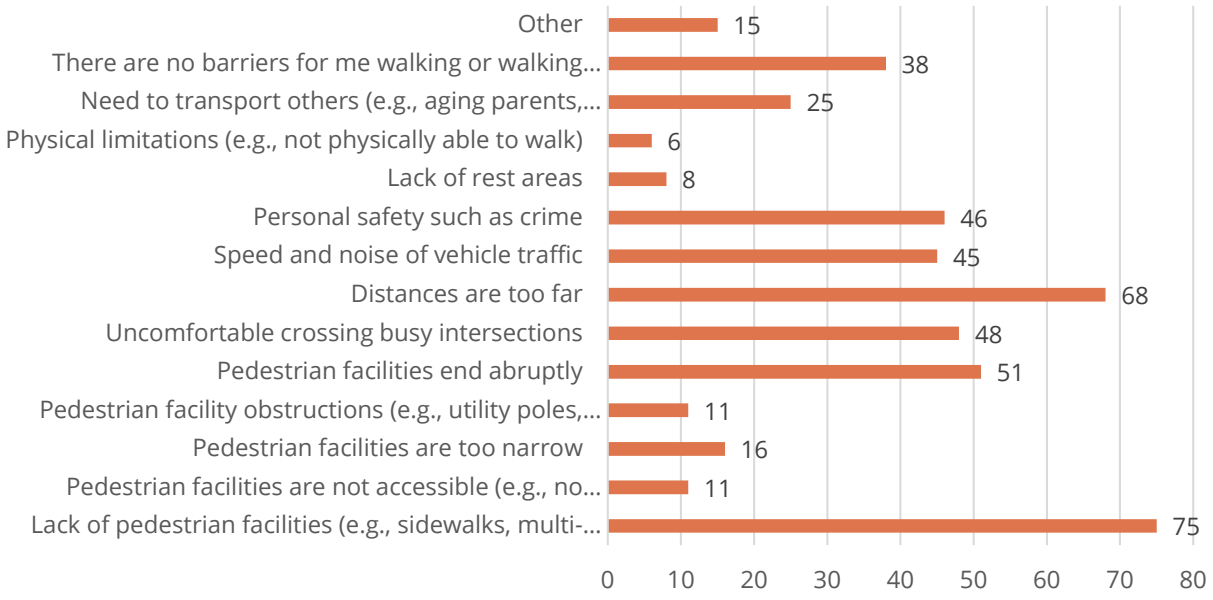
Several respondents shared that they travel by work vehicle or by running. They indicated that these modes of transportation are mainly used for commuting to work, exercising, or handling errands and appointments.

Part 3: Your Barriers and Opportunities

WALKING

21. What are the main barriers to walking in Courtenay? (Multiple choice, select all that apply)

- (n=194)



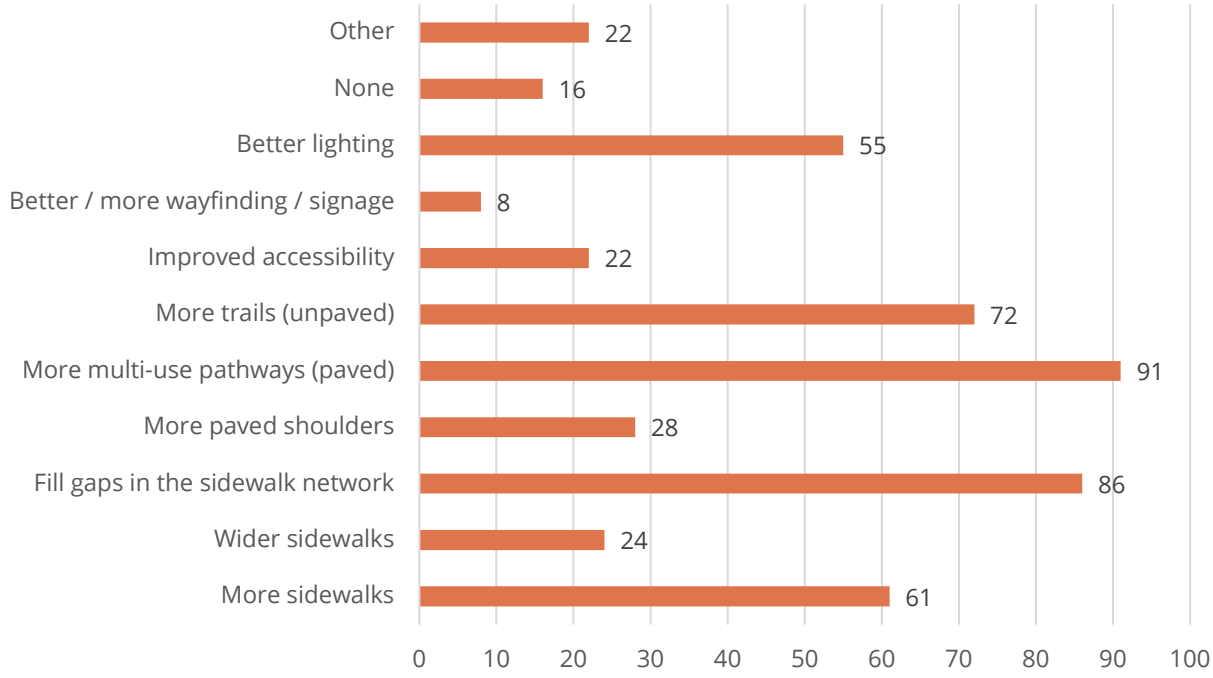
When asked to identify barriers to walking (select all that apply), responses were spread across several options; however, the three most commonly selected barriers were:

- Lack of pedestrian facilities (39% of respondents),
- Distances being too far (35%), and
- Pedestrian facilities ending abruptly (26%).

Across areas of Courtenay, barriers related to walking were consistent, but survey respondents located to the west of Courtenay selected personal safety, such as crime, more frequently (31%) than those to the east and outside of Courtenay.

Those who selected "other" shared a wide range of barriers to walking, including safety at crossings, gaps in sidewalks, distance, weather and winter conditions, lighting, accessibility needs, and lack of amenities.

22. What types of walking infrastructure would you like to see more of in Courtenay? (Multiple-choice, select all that apply)
(n=194)



When asked what walking infrastructure improvements they would like to see (select all that apply), respondents most frequently prioritized:

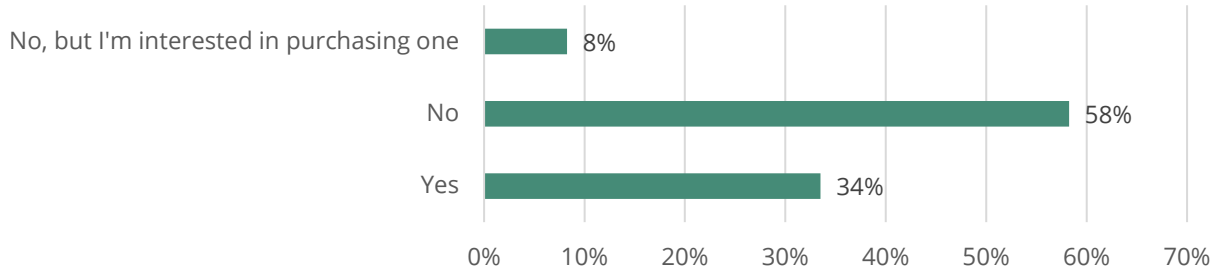
- More paved multi-use pathways (47%)
- Filling gaps in the sidewalk network (44%)
- More unpaved trails (37%)

Respondents who selected "other" shared that they would like to see safer crossings, continuous and connected pedestrian networks, dedicated walking spaces separated from traffic, improved maintenance and lighting, and more comfortable, welcoming public spaces to support walking for daily travel and recreation.

CYCLING

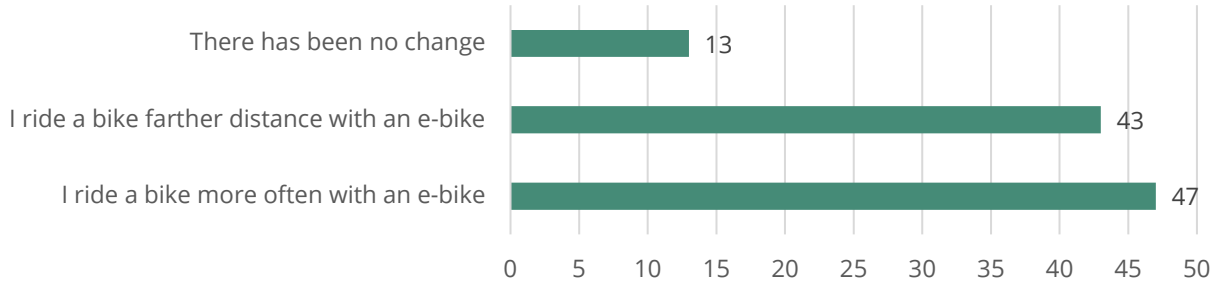
23. Do you have an e-bike? (multiple choice)

- (n=194)



One-third of respondents currently have an e-bike and 58% of respondents and 8% do not but are interested in getting one.

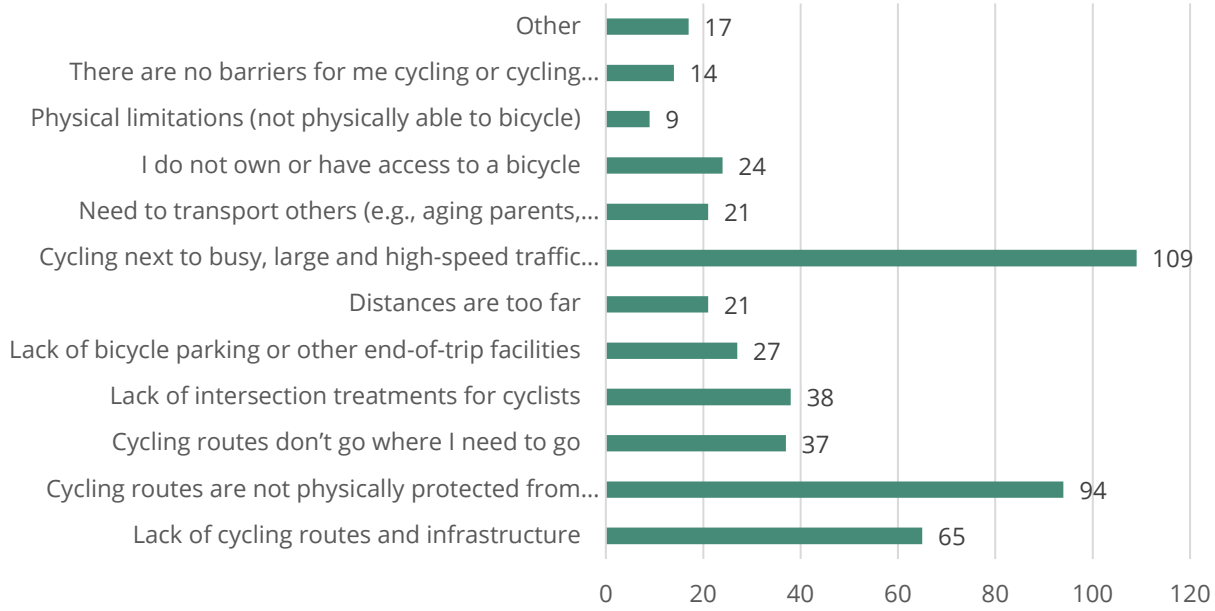
24. How has having an e-bike changed how you travel around Courtenay? (Multiple-choice)
(n=65)



Overall, 72% of respondents said they ride more often with an e-bike, 66% said they ride farther, while 20% reported no change in their riding habits.

7. What are the main barriers to cycling in Courtenay? (Multiple-choice, select all that apply)

- (n=194)



Three barriers to cycling stand out as the most frequently selected by respondents:

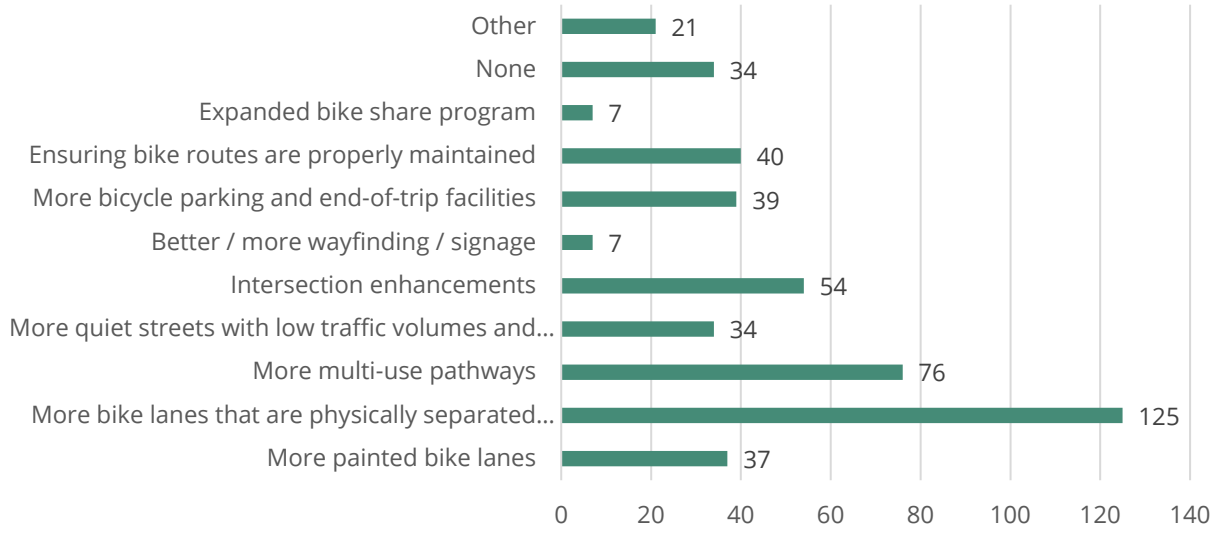
- Cycling next to busy, large and high-speed traffic is uncomfortable (57%)
- Cycling routes are not physically protected from vehicle traffic (49%)
- Lack of cycling routes and infrastructure (34%)

Respondents who selected "other" identified several barriers to cycling, including weather conditions, steep terrain, and safety concerns. Many noted discomfort riding in traffic due to a lack of physical separation from vehicles, poor driver behaviour, and cycling routes that end abruptly or fail to connect across the community or to neighbouring areas. Theft and the lack of secure bike parking were also common concerns, particularly for e-bikes and cargo bikes.

Residents from both East Courtenay (including Sandwick) and West Courtenay (encompassing Downtown, Puntledge, and South Courtenay) consistently identified the same three primary barriers to cycling.

25. What types of cycling infrastructure would you like to see more of in Courtenay? (Multiple-choice, select all that apply)

- (n=194)



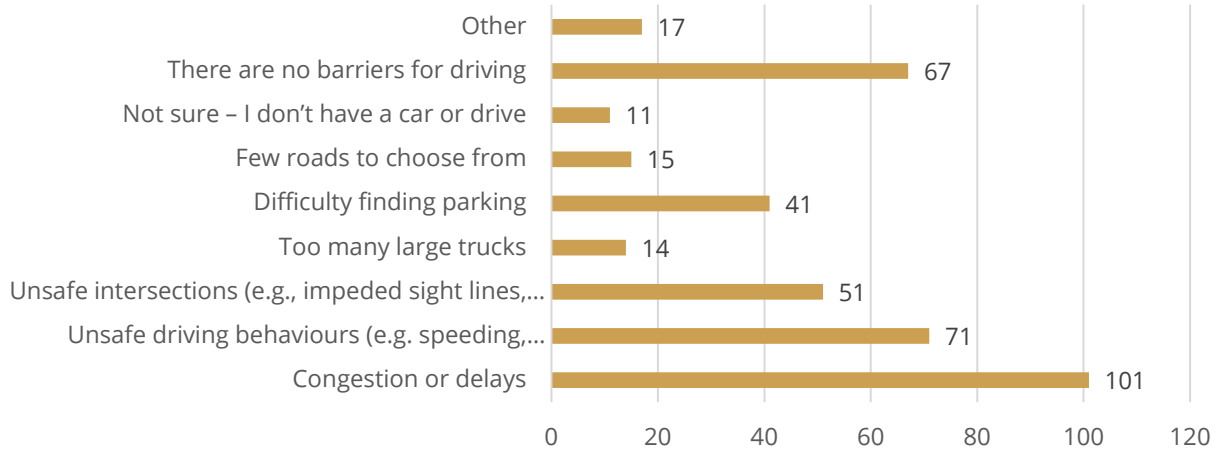
Physically separated bike lanes were the most popular choice, selected by 64% of respondents. More multi-use pathways (39%) and intersection enhancements (28%) were also chosen by large percentages of respondents.

Those who selected “other” shared the need for a fully connected and safe cycling network, with priority placed on off-road or physically separated routes that link Courtenay with Cumberland, Comox, the airport, and surrounding areas. Key suggestions included addressing gaps where bike lanes end abruptly, creating direct and continuous regional connectors, and improving safety at major crossings and corridors. Many respondents also called for better protection from vehicle traffic, enforcement against cars parking in bike lanes, and more secure bike parking to prevent theft.

DRIVING

26. What are the main barriers to driving in Courtenay? (Multiple-choice, select all that apply)

- (n=194)



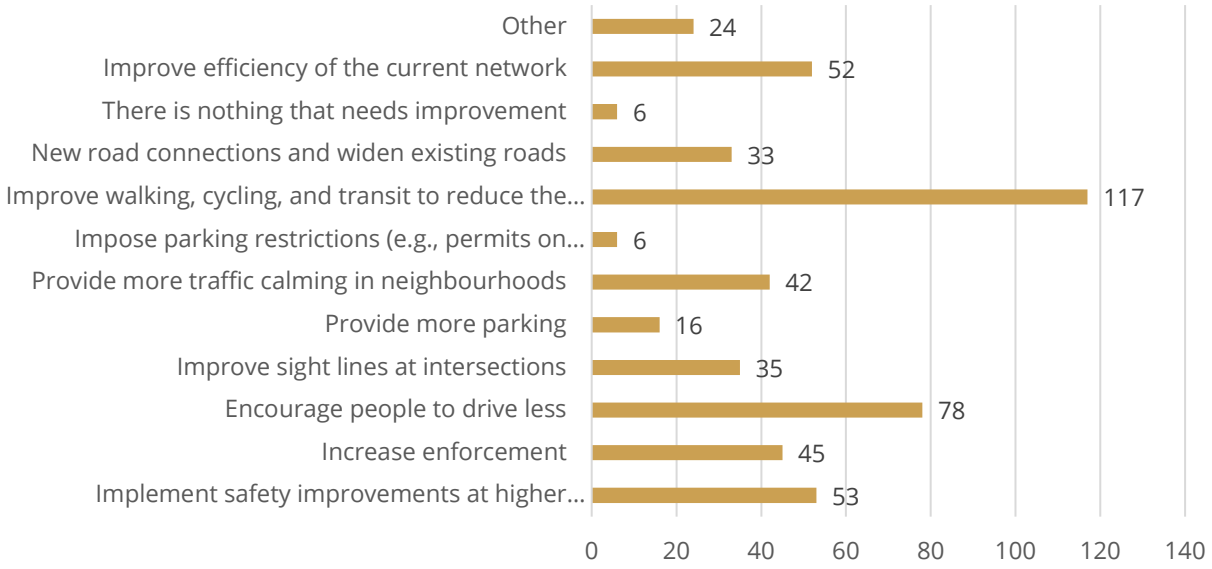
The top barrier to driving in Courtenay was congestion or delays, selected by 52% of respondents. Following Congestion or delays was there are no barriers to driving (35%) and unsafe driving behaviours (37%).

Respondents who selected "other" shared that peak-hour congestion at major corridors and bridges (particularly 5th and 17th Streets) is a barrier, limited alternative routes when incidents or construction occur, and unsafe driving behaviours such as speeding, failure to signal, and red-light running. Respondents also cited a lack of enforcement, insufficient left-turn infrastructure, and road layouts that have not kept pace with growth

Residents from both East Courtenay (including Sandwick) and West Courtenay (encompassing Downtown, Puntledge, and South Courtenay) consistently identified the same three primary barriers to driving. Large percentages (more than 60%) shared that "there are no barriers to driving".

27. What could be done to improve driving? (Multiple-choice, select all that apply)

- (n=194)



60% of respondents selected "improve walking, cycling, and transit to reduce the need to drive and 40% also selected "encourage people to drive less". Only 3% of survey respondents shared that "there is nothing that needs improvement".

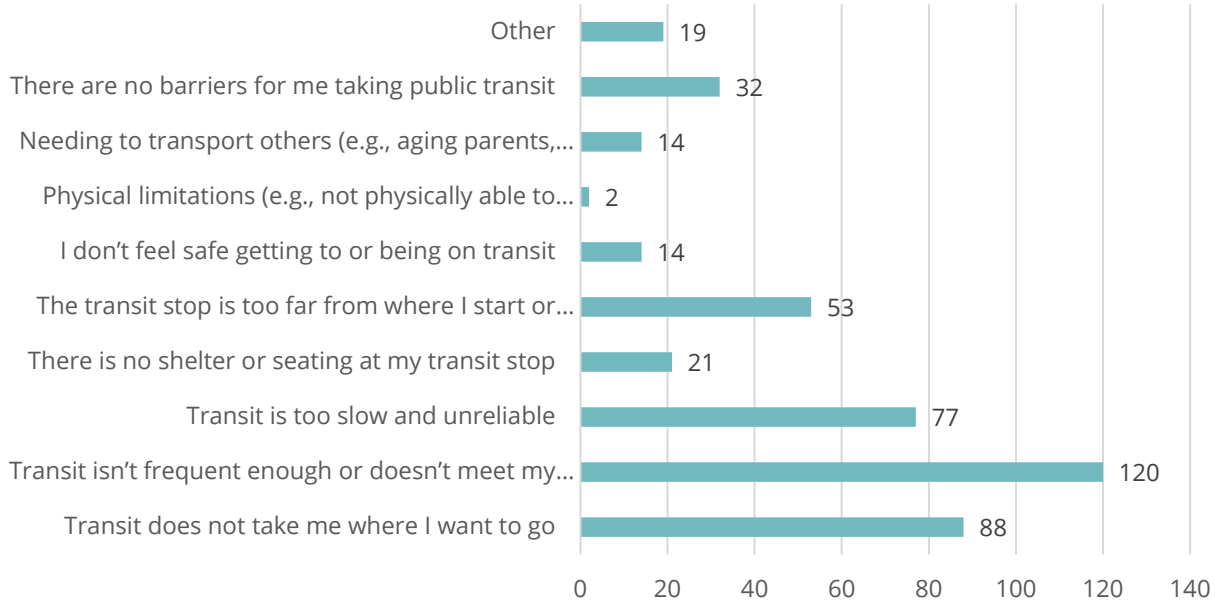
Respondents who selected other shared the following suggestions for what could be done to improve driving:

- Lower speed limits and implement traffic calming.
- Optimize signal timing to improve traffic flow.
- Explore options for another crossing and rail options.

TRANSIT

28. What are the main barriers to you taking transit in Courtenay? (Multiple-choice, select all that apply)

- (n=194)



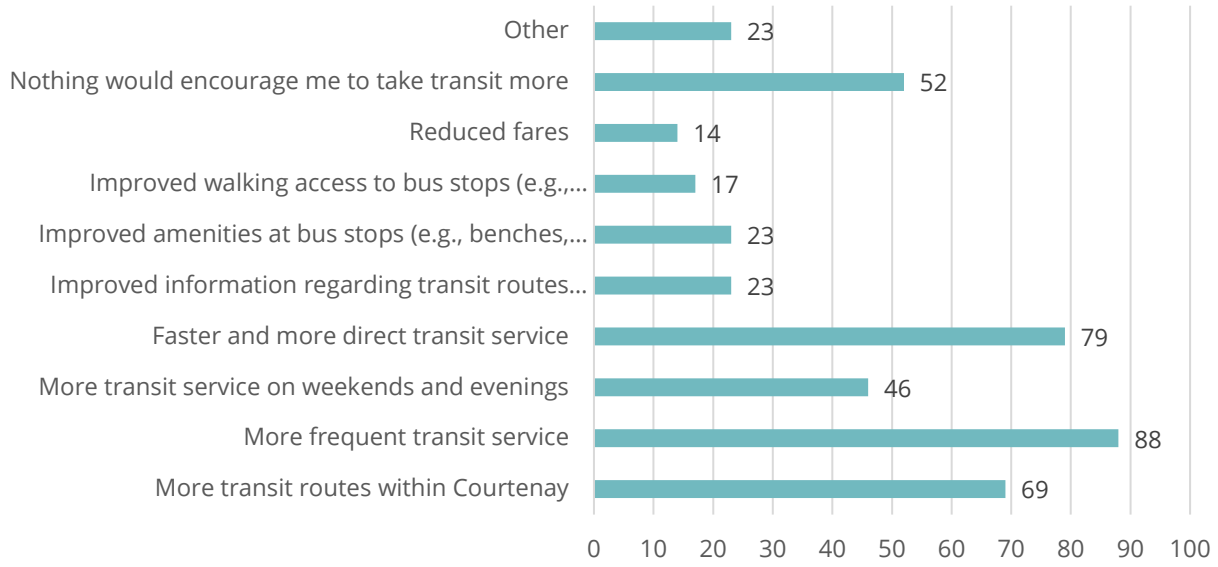
When asked what the top three barriers to taking transit in Courtenay are the top three most selected barriers were:

- Transit isn't frequent enough or doesn't meet my schedule (62%)
- Transit does not take me where I want to go (45%)
- Transit is too slow and unreliable (40%)

Survey respondents who selected "other" shared that not understanding the schedule, lack of bus shelters at stops are barriers to taking transit. Some also mentioned the need vehicles for work so taking transit is not an option.

29. What would encourage you to use transit in Courtenay more often (if desired)? (Multiple-choice, select all that apply)

- (n=194)



45% of respondents indicated that more frequent transit service would encourage them to take transit more often in Courtenay. 41% shared that faster more direct service would encourage them, and 27% (approximately 3 out of 10) indicated that nothing would encourage them to use transit more.

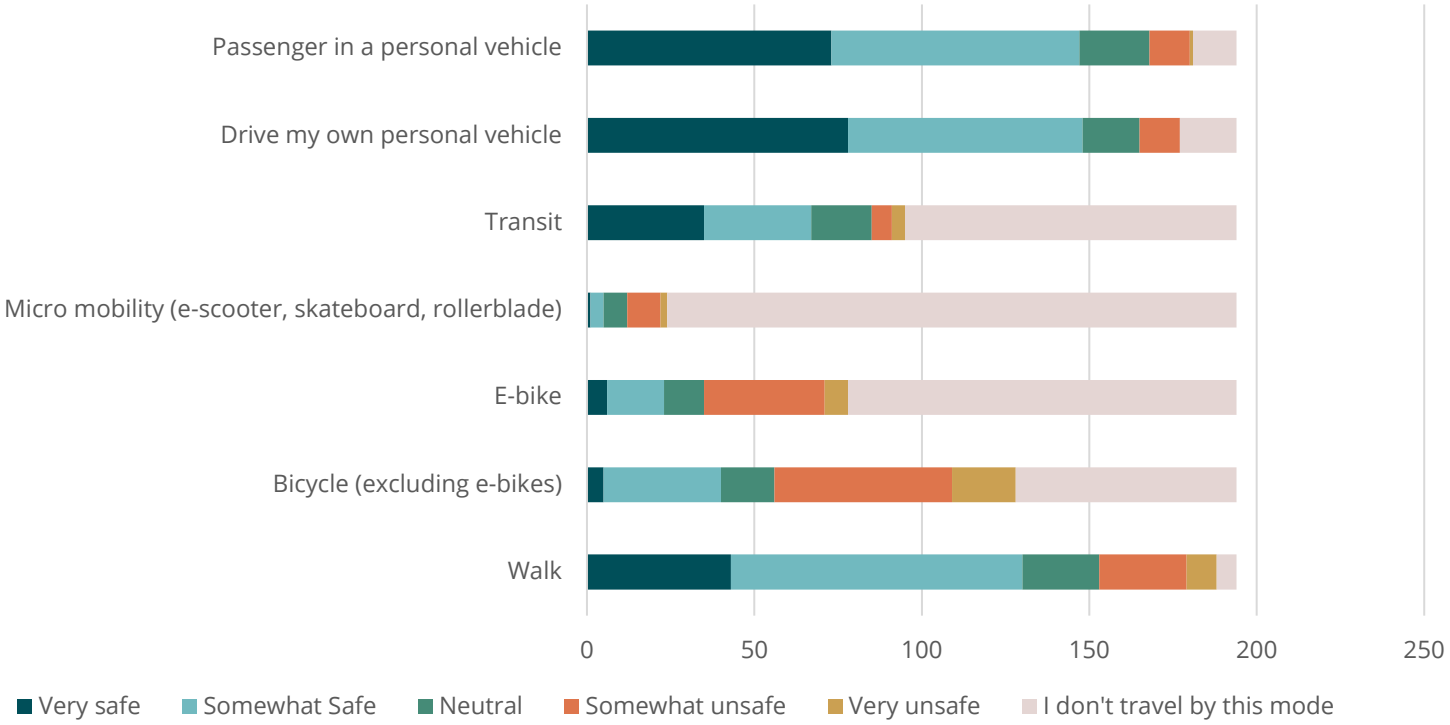
Respondents who chose “other” provided the following suggestions regarding factors that would motivate them to use transit more frequently:

- Improved bus stop amenities.
- Reduced fees.
- Alternative rail options.
- Service options to outlying areas.

SAFETY

8. How safe do you feel when travelling by the following modes in Courtenay? (Matrix)

- (n=194)



- Respondents indicated that they feel safest travelling by vehicle, either as a passenger or when driving their own personal vehicle. Cycling (excluding e-bikes) was identified as the least safe mode of transportation.

9. Is there anything else you would like us to know about this topic as we compile information to update the Strategic Transportation Plan?

Key comments from survey respondents are shared below.

- Road safety – frequent mentions of speeding, poor lighting, and inadequate crossings
- Support for physically separated from the road walking and cycling paths
- Divided views on investment priorities, with some advocating strongly for active transportation and climate goals, while others prioritize congestion relief, road capacity, bridges, and vehicle access.

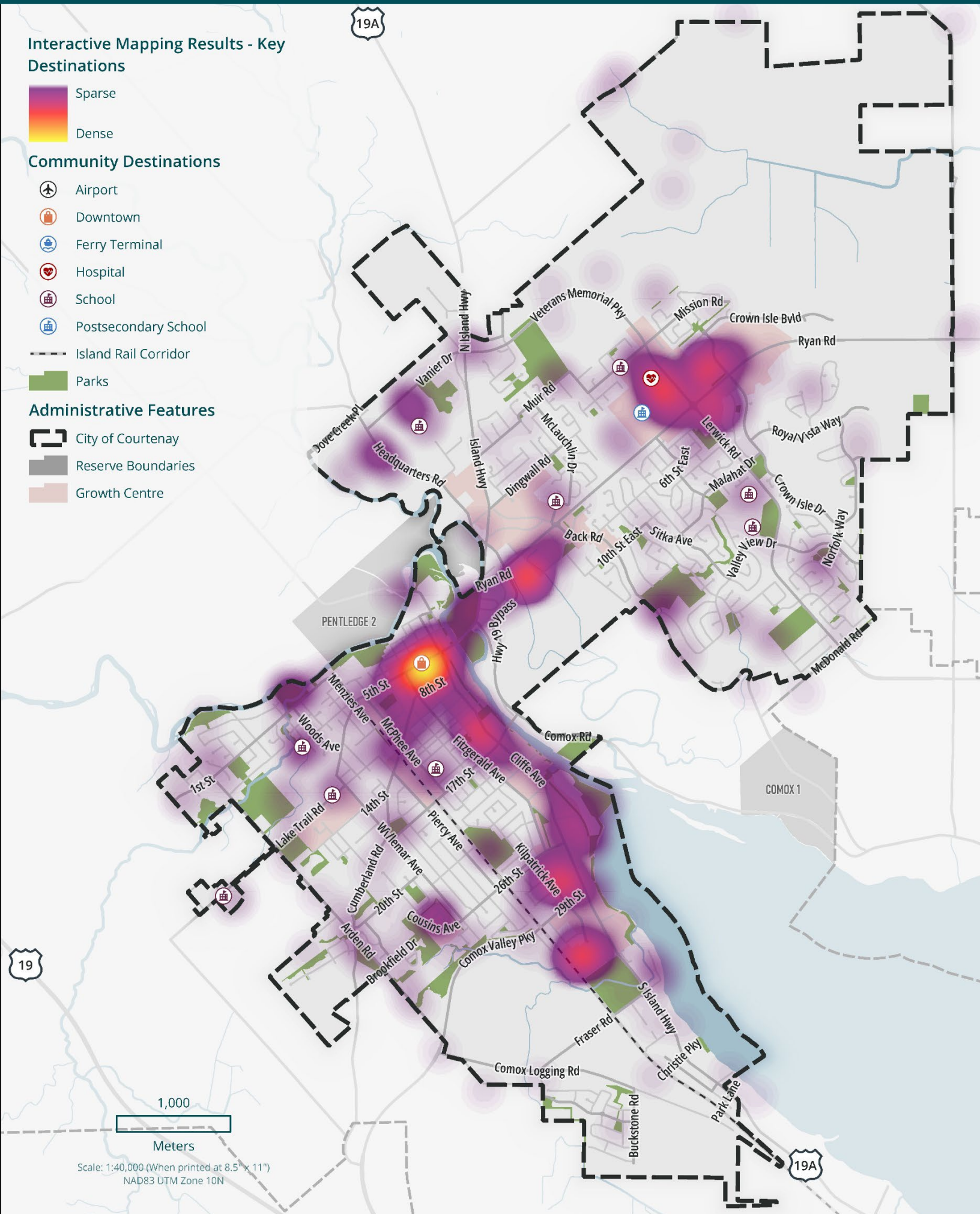
- Equity and inclusion were recurring themes, including the needs of seniors, people with disabilities, families with children, low-income residents, and those who must rely on cars due to distance, geography, or work schedules.
- Calls for better regional coordination, emphasizing that Courtenay's transportation system should be planned as part of a broader Comox Valley network rather than in isolation.
- Desire for transit improvements and exploration of rail options.

Part 5: Mapping Questions

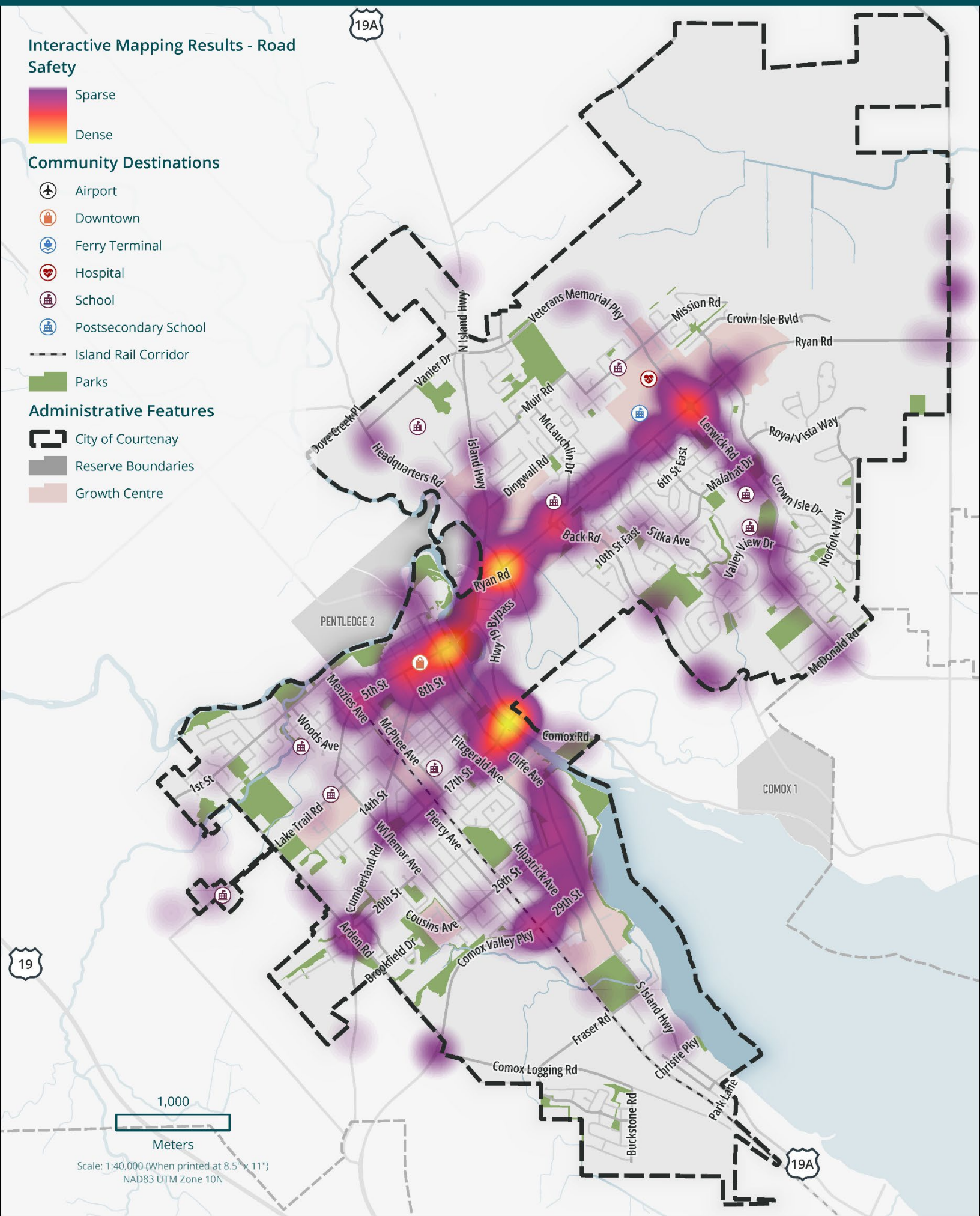
The maps below present data related to the questions posed to survey participants:

- Share your most common destinations. (Key Destinations)
- Where have you experienced or observed road safety issues? (Road Safety)
- Share where you most often experience traffic congestion or delays. (Traffic Congestion)

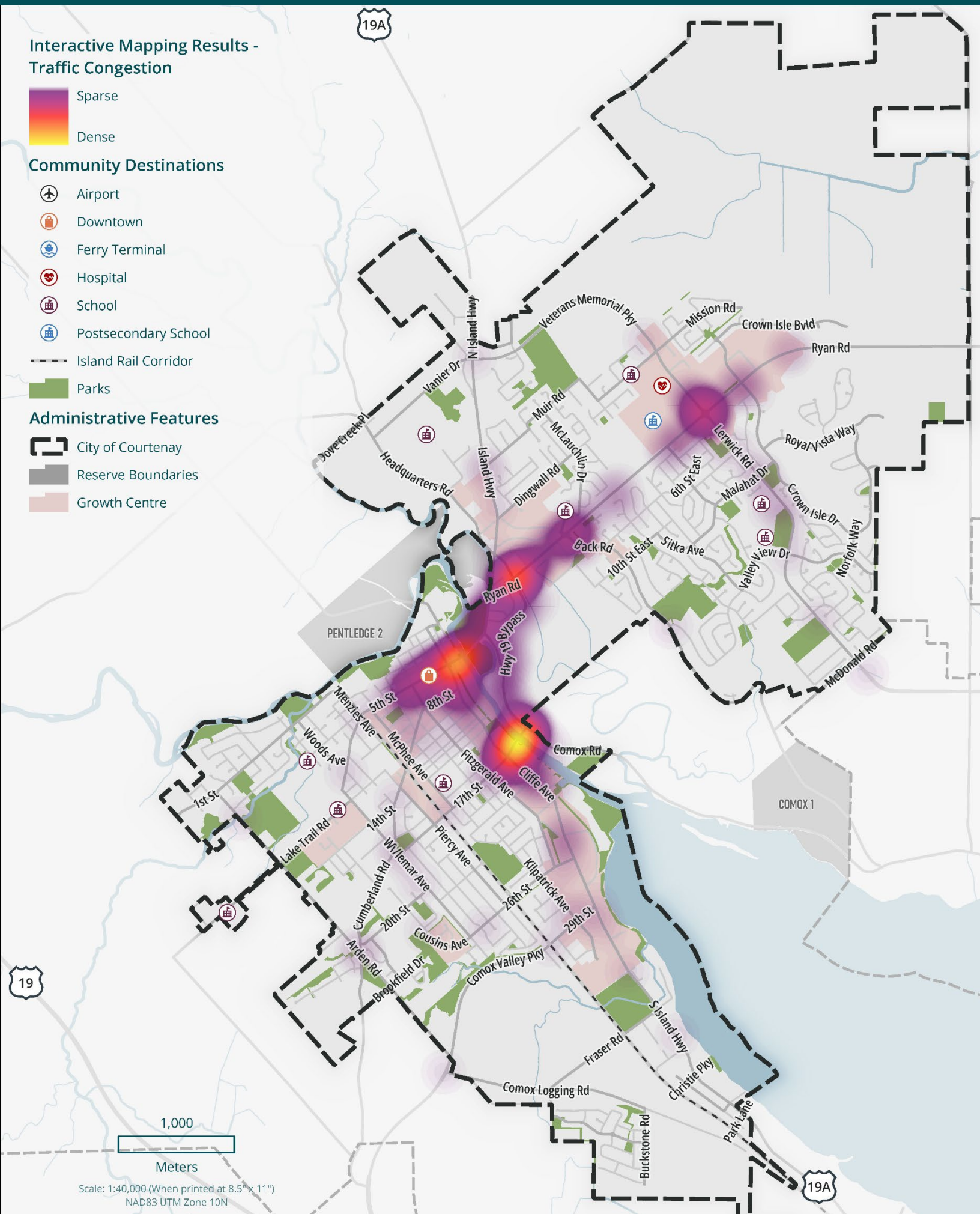
Courtenay Strategic Transportation Plan: *Engagement Mapping Results*



Courtenay Strategic Transportation Plan: *Engagement Mapping Results*



Courtenay Strategic Transportation Plan: *Engagement Mapping Results*



5.0 Next Steps

Upon completion of this engagement period, the project team will start drafting the Strategic Transportation Plan. Further engagement opportunities will be scheduled later this year to allow community members to provide feedback on the draft.